

# Refund Policy

Updated Jan 2023

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## Summer Campers

1. Cancellation by a registrant:
  - 1.1. If cancelled 7 or more business days prior to the start of the camp, the full registration fee will be refunded, minus a \$25/person service charge.
  - 1.2. If cancelled 7 or fewer business days, 50% of camp cost will be refunded, minus a \$25/person service charge.
2. Refund or reduction of fees will not be offered for the discontinuation of any program due to, but not limited to, acts of God, weather conditions, power outages, natural disasters, terrorism, fire, or for any reason that would prohibit camp from operating safely. KCKC reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary.
  - 2.1. KCKC will offer spots in upcoming Summer Camps during the same calendar year to those who would be affected by camp cancellation due to reasons listed above
  - 2.2. A full refund will be provided if whole camps are cancelled due to Public Health orders related to the COVID-19 pandemic.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness (with the exception of COVID-19), family vacations, sports schedules, or change in participants' schedule.
4. No refund or reductions of fees for any child who is removed from a program due to poor behavior or has been deemed unsafe.
5. No refund for arriving late or leaving early. There are no partial refunds for any services not used while at camp

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## Day Camps (School Trips; Field Trips; Community Rentals).

1. Cancellation by a registrant:
  - 1.1. If cancelled 7 or more business days prior to the start of the program start, the full registration fee will be refunded.
2. Refund or reduction of fees will not be offered for the discontinuation of any program due to, but not limited to, acts of God, weather conditions, power outages, natural disasters, terrorism, fire, or for any reason that would prohibit camp from operating safely. KCKC reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary. Rescheduling will occur, if possible.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness (with the exception of COVID-19), family vacations, sports schedules, or change in participants' schedule.
4. There is no refund or reduction of fees for any child who is removed from a program due to poor behavior or has been deemed unsafe.
5. There is no refund for arriving late or leaving early.

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## Recreational Programs

1. Cancellation by a registrant:
  - 1.1. If cancelled 7 or more business days prior to the start of the program, the full registration fee will be refunded, minus a \$25/person service charge.
  - 1.2. if cancelled 7 or fewer business days, 50% of camp cost will be refunded, minus a \$25/person service charge.
2. Refund or reduction of fees will not be offered for the discontinuation of any program due to, but not limited to, acts of God, weather conditions, power outages, natural disasters, terrorism, fire, or for any reason that would prohibit camp from operating safely. KCKC reserves the right to change or cancel any camp program if conditions warrant. Notification will be provided as early as possible should this be necessary.
  - 2.1. KCKC will offer spots in upcoming programs during the same calendar year to those who would be affected by camp cancellation due to reasons listed above.
  - 2.2. A full refund will be provided if whole programs are cancelled due to Public Health orders relating to COVID-19 pandemic.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness (with the exception of COVID-19), family vacations, sports schedules, or change in participants' schedule.
4. No refund or reductions of fees for any child who is removed from a program due to poor behavior or has been deemed unsafe.
5. No refund for arriving late or leaving early. There are no partial refunds for any services not used while at the program.

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## Competitive Team Members

1. Cancellation by a registrant:
  - 1.1. If cancelled 7 or more business days prior to the start of the season, the full registration fee will be refunded, minus a \$25/person service charge.
  - 1.2. If cancelled 7 or fewer business days, 50% of camp cost will be refunded, minus a \$25/person service charge.
  - 1.3. Once the Training Season has begun, no cash refunds will be given.
2. Training Season ending injury:
  - 2.1. When an athlete suffers an injury that will prevent continuation of the season the athlete will obtain a doctor's note excusing the athlete for the remainder of the training season and deliver the note to Head Coach who will:
    - 2.1.1. Advise the Board of Directors
      - 2.1.1.1. The club treasurer will prorate the remaining season, minus facility fees (if applicable) and thereafter roll the balance to the next training season.
      - 2.1.2. If the athlete returns the next season the credit will be applied.
      - 2.1.3. If the athlete does not return the credit is converted to general club revenue.
      - 2.1.4. The Head Coach may request a doctor's note to clear the athlete for training at the commencement of the next training season.
      - 2.1.5. No cash Refunds will be provided.
3. No refunds or adjustments will be made for any incidental absences including, but not limited to, illness, family vacations, sports schedules, or change in participants' schedule.
4. No refund or reductions of fees for any child who is removed from a program due to poor behavior or has been deemed unsafe.
5. No refund for arriving late or leaving early.
6. No refund for regatta fees, training camp fees or other fees relating to camps or racing.