

### CAMP CANCELLATION POLICY (v.4)

1. Refunds will be issued based on the following time line:
  - a. **Mini Camps**
    - i. Refunds will be issued only if the opening can be filled with a participant from the waiting list.
  - b. **Summer Camps**
    - i. Before April 1<sup>st</sup> (*requests must be received by midnight on March 31<sup>st</sup>*)
      1. Full refunds will be issued.
    - ii. April 1<sup>st</sup> and Later
      1. Refunds will be issued only if the opening can be filled with a participant from the waiting list.
2. Refund Policy
  - a. Payments made via Credit Card will be refunded to the credit card on file for your account and subject to a 5% processing fee deducted from your refund amount.
  - b. Cash & Check payments will be refunded by check in the next regular Town billing cycle and mailed to the address on record for your account. This can take up to three weeks.
  - c. Camp Memberships Fees are non-refundable, even if the participant does not attend camp.
  - d. No refunds will be issued if your child is removed from a program for disciplinary or behavior reasons.
    - i. If your child is removed from a program for discipline/behavior reasons, the department will schedule a meeting with you to determine if your child may return to the program. Behavior issues will also affect the child's ability to be enrolled in future programs.
3. All refund requests must be made in writing to [parksandrec@hanovernh.org](mailto:parksandrec@hanovernh.org)

*Implemented 20DEC16*

*Amended 26SEP22-updated refund policy*

*Amended 3MAY24-changed refund dates and format edits*

*Connecting you to explore our community, enrich your life and expand your experiences.*