

# Program and Camp Refund Policy

FOR ALL CAMPS AND EVENTS Effective March 17<sup>th</sup> to November 17<sup>th</sup> 2020

A great deal of advance planning and advance purchasing takes place for all programs and events of the San Francisco Bay Area Council during the months and weeks prior to an event, (facility rentals, supplies, staff hiring, food contracting, and program material acquisition.) Because of this the SFBAC has had to renew its refund policy.

Refunds requested two weeks (14 days) prior to an event/camp may receive **up to** a 100% refund. One week prior (7 days) to your event/camp receive a 60% refund. Within seven (7) days of the event/camp there will be **no refund**. Any refund will be based on the following criteria:

1. **Types of refunds considered:** serious illness or injury (a doctors certification required) or death in immediate family. Refunds are not given for no-shows, conflict of schedule (such as sports events, out of country trips), weather conditions, or behavior issues occurring before or during the event/camp. No requests accepted after September 1<sup>st</sup>.
2. **Refunds will be returned** to the person(s) or entity from which the funds were received.
3. **Refunds for** an event that was rescheduled, Must request two weeks (14 days) prior to an event/camp. (must be applied for online via refund request application)
4. **Refunds for** an event that was canceled, Must be applied for online via refund request application. This reason is exempt from the two weeks (14 days) requirement (no later than November 17<sup>th</sup> 2020)
5. **Refunds for** a concern for youth or adult health due to Covid-19. Must request two weeks (14 days) prior to an event/camp. (must be applied for online via refund request application\*)

Refund requests should be **sent to:** San Francisco Bay Area Council, 1001 Davis Street, San Leandro CA 94577. Please include: participants name, unit, number, district, address, contact phone number, name of event and date or session of event and any additional documentation.\*\*

\*online refund request application is under construction. This will be available on the [sfbac.org](http://sfbac.org) website as soon as possible. Please understand we are working in unnormal circumstances.

\*\*mailing refund requests is one option. We strongly encourage all refund requests to be done on the website when it becomes available.