



CCCA Camper Refund Policy

CCCA Commission on Camps and Conferences Cancellation/Refund Policy

There are insurance, housing, food, staff, supply, program materials, and camp resources that have been reserved based on each Camper's registration that cannot be cancelled once the CCCA-sponsored camp/conference/retreat event is within 14 calendar days of beginning an event.

Therefore, effective beginning with the 2016 season, the CCCA Commission on Camps and Conferences refund policy for Campers is as follows:

1. Cancellation and Refund Policy

- a) **ALL** cancellations require a **\$25** handling fee.
- b) **NO REFUND** given after the start of a CCCA-sponsored camp, conference, or retreat event for any reason (i.e., if a camper leaves earlier than the last scheduled day of the event).
- c) **NO REFUND** given for a Camper who fails to show-up (i.e., is a no-show) on the day or evening that a CCCA-sponsored camp, conference, or retreat event begins.
- d) **NO REFUND** is given for cancellations requested seven (7) or fewer calendar days (1 week) before the start date of a camp, conference, and retreat event.*

** Camper cancellations within the seven (7) calendar days prior to the event are only refunded (minus \$25 handling fee) in cases of documented medical concern or death in the family which prohibits attendance by the Camper. In order to receive this refund, the Regional Office must be notified by email or direct contact with Regional Office personnel within 36 hours of any such accident or illness diagnosis or death in the family, followed by a written request with an accompanying doctor's excuse submitted to the Regional Office within the following 7 calendar days.*

- e) **REFUND** of a Camper's paid fee minus the \$25 handling fee is given for cancellations submitted in writing to the CCCA Regional Office eight (8) or more days in advance of the first day or evening of the CCCA-sponsored camp, conference, or retreat event.

The \$25 handling fee for cancellations is subtracted from the portion of the Camp Fee that has been paid by the Camper or his/her Family Member.

2. Refund Checks

*In lieu of refund, the full registration fee may be applied to a **new** camper [not a camper who is already registered].*

The balance of camp fees minus the \$25 handling fee will be refunded according to contributions made by parents, churches, or scholarship sources. If not credited to a new camper's fee, refunds will be made by check to the original payer(s) within 20 calendar days of the refund approval date.