



**Customer-initiated cancellation: All cancellation requests must be emailed to [kingfisher@chattnaturecenter.org](mailto:kingfisher@chattnaturecenter.org) at least 10 business days before the session start date. Cancellation requests that are not made via email will not be honored. Please read below for more information, and be sure to carefully check your camper's session dates and age group before you complete your purchase.**

#### **Summer Camp**

- Any cancellation emailed before April 15<sup>th</sup> will be refunded minus a 15% cancellation fee.
- Any cancellation emailed after April 15<sup>th</sup> will be refunded minus a 30% cancellation fee.
- Any cancellation emailed LESS than 10 business days before the session start date will not be refunded.

#### **Seasonal Camps**

- Any cancellation emailed 5 business days or MORE before the session start date will be refunded minus a 15% cancellation fee.
- Any cancellation emailed LESS than 5 business days before the session start date will not be refunded.

**Camp Kingfisher-initiated cancellation: Camp Kingfisher may cancel a session/camp day due to the following:**

- Minimum registration requirement not met.
- Acts of Nature that interfere with camper safety.

**Should Camp Kingfisher deem it necessary to cancel a camp session/day:** families will get the option to receive a full refund\*, a credit to your account for future camp use, or the option to donate your refund to the Camp Kingfisher Scholarship Fund.

\*A full refund will only be offered to full session cancellations.

**Refunds are issued to the original form of payment. We may need to call you for credit card information to fully process your refund.**

Please direct any questions to Camp Kingfisher Administration:

Debby Head- Camp Co-Director: [d.head@chattnaturecenter.org](mailto:d.head@chattnaturecenter.org)

Laura Viator- Camp Co-Director: [l.viator@chattnaturecenter.org](mailto:l.viator@chattnaturecenter.org)

Camp Registrar: [kingfisher@chattnaturecenter.org](mailto:kingfisher@chattnaturecenter.org)