



Camp Wild Oaks Summer Programs Refund and Cancellation Policy

Refund Fee Rates:

PLEASE NOTE: 7% of all Camp Wild Oaks registration fees are non-refundable. This helps us maintain our registration portal which is used by both administration and families, regardless of cancellations.

If a parent chooses to cancel any registration with us for any reason, they will be refunded the cost of their registration fee, minus 15%.

We charge this 15% in order to help us pay for our instructor's time as well as the time of our office staff, as well as to cover the 7% required to pay for our use of the Activeworks site. We appreciate your understanding that regardless of your choice to cancel your registration, our staff's time will still be spent on your behalf and needs to be compensated.

If Oak Hill Auxiliary Programs has to cancel registration for a camper, for any class due to any situations unrelated to the actions of the parent or camper (see examples), we will refund the family their registration fee minus the 7% non refundable portion.

Examples of when Oak Hill Auxiliary Programs would cancel a summer camp class:

- Our minimum capacity is not reached by 7 days before the class's start date.
- Our buildings are not able to host the class
- There is an emergency unavailability on the part of the instructor
- COVID-19 Quarantine is reinstated

Cancellation Situations During Camp Wild Oaks:

Our summer camp classes cost a lot of energy and money to run; both on the part of our office and on the part of our instructors. In order to value that time and effort, and to

make sure our classes remain engaging for our campers, we have a minimum registration number that classes are required to meet in order to run (see Registration Policy for details).

If we do not receive registrations in or exceeding the minimum required number of enrollments for a particular camp class, 7 days before the class is set to begin, we will cancel the class. In this case, if any families have registered, families will receive refunds minus 7% or will be able to transfer their registration to another class.

During our Summer Programs we do not tolerate unsafe or violent behavior (see Behavior Policies for full explanation). If a camper is required to leave our programs due to irreparable unsafe behavior, families will not be refunded.

In all other cases the same policies from the school year programs apply to the Summer Programs as well.