

Overnight Camps Refund Policy

The Chester County Council Horseshoe Scout Reservation makes financial commitments for the hiring of staff and purchasing of supplies and other materials many months prior to camp; therefore, participants should make a financial commitment of at least \$50 by the deposit deadline March 31.

Based on this fact, refund amounts are dependent on time of submission and reason for refund. Please note that if an entire unit cancels after deposits are paid, then all deposits are non-refundable. If a unit should cancel after all payments have been made in full, any refund will be made at the discretion of the HSR camping director. The Chester County Council does reserve the right to cancel any reservation if payments are not received in full by each of the payment due dates.

Below you will find the conditions required to be met in order for a refund to be processed. To ensure consistency in this process, no refund will be issued if any of the conditions are not met (no exceptions). In addition you will find the amount that will be issued is based on the reason for the refund request as well as date of submission.

- All refund requests must be submitted in writing either by mail to the Chester County Council Service Center, Camping Administration or by email to amy.dalesandro@scouting.org. Remember the date of submission will affect the amount of refund issued.
- Refund requests should include the following information:
 - Unit type and unit number (i.e. Pack 555)
 - Name of Scout
 - Date of attendance
 - Reason for request
 - Supportive documentation for a reason entitling a full refund
- Full refund of the amount paid will be issued for the following reasons (if cancelling prior to attending):
 - Medical illness or injury of Scout
 - Medical illness, injury or death of immediate family member
 - Approved family emergency (at the discretion of the Council)
 - Required attendance to summer school during the time the Scout is scheduled to attend camp

Any of the above reasons will **require** supportive, written documentation to be submitted along with the written refund request. For medically related reasons, a letter from the Scout's physician; for attendance to summer school, a letter from the Scout's teacher or school administration; for family emergency, a letter from the family as well as (where applicable) a letter from the unit's scoutmaster or cubmaster or other BSA registered unit leader verifying he was contacted prior to camp about the emergency.

Any Scout or leader/adult released and sent home by the camp director or health officer due to medical reasons will be issued a pro-rated partial refund. Refunds issued to campers choosing to leave early will be at the discretion of the Reservation Director. **The due date to submit a refund request based on one of the above reasons is August 31.**

- Partial refund of the amount paid will be issued for all other reasons based on the date of submission. Requests must still be made in writing with a reason given, but written supportive documentation is not required.

Refund Request Made by:

May 1
May 15
June 1
June 15

Refund Request Made after:

June 15

Amount to be Refunded:

total amount paid less \$50
total amount paid less \$100
50% of the amount paid
25% of the amount paid

Amount to be Refunded:

No refund

No refunds or credits will be issued at camp. If fewer Scouts attend than have paid, money will only be refunded based on a viable reason (medical, summer school attendance or family emergency) and after the required letters and documents are submitted to the Council Service Center. No refunds will be issued for unsupported requests.

Refunds will be issued to the unit within two weeks of receipt of the request or with-in two weeks after the scheduled date of attendance, whichever comes first, unless registration was made and paid directly by the parent for the Scout and/or adult. The unit will be responsible for refunds to the family. Only if requested and approved by a key unit leader will a refund be made directly to the family.

Submit all refund requests to:

Chester County Council, BSA
Attn.: Camping Administration
504 S. Concord Rd., West Chester, PA 19382
Council Office: 610-696-2900, ext. 125

Or email amy.dalesandro@scouting.org