

Imago Summer Camp Cancellation and Refund Policy

Our 2021 Cancellation and refund policies reflect the uncertainty that comes with COVID-19. In the event of an illness, we want to protect our campers, families and staff, while still protecting some of the time and resources that Imago invested in planning and preparing for the camp.

Cancellation Policies

- Imago reserves the right to close camp at any time, due to an outbreak of staff/campers exhibiting symptoms of COVID-19 or other serious illness, regardless of a positive COVID-19 test, as a way to protect campers, staff and families. Any such event would be communicated to families as quickly as possible.
- Camp families will be notified in the event a serious, contagious illness, including Covid19, is detected at camp.
- Our refund policy is in place to encourage families to keep their camper at home, in the event of a sick child, or an instance where the child has been in close contact with a person with a positive COVID test result.
- For similar reasons, our staff will also take precautions and stay at home in the event of an illness, or if they have had close contact with someone who has tested positive for COVID.
- A family can choose to donate all or part of their refund to Imago as a tax-deductible donation.
- Refunds pertain to the amount of camp days missed, not for a whole week. In other words, if a camper misses 3 days of camp, the family's refund would pertain to the three days missed
 - Example - A family paid \$150.00 for one week of camp (\$30/day) and the camper has to miss 3 days of camp due to COVID, Imago would refund the family \$67.50 for the three days missed. (3 days x \$30/day x 75%)
- The refund pertains to the amount paid for camp, not the camp's value. Meaning if a family received a discount or scholarship for camp, the refund would be for the amount paid, not what the camp was worth.

Refund Structure

- Cancellations received 30 days or more before the start of the camp, receive a 90% refund.
- Cancellations made less than 30 days before the start of camp, including cancellations that take place during a camp week receive a 75% refund for camp days missed.