

Imago Summer Camp Cancellation and Refund Policy

Circumstances and calendars can change- and sometimes that means coming to camp is no longer an option. In the event of needing to cancel your child's registration, we want to honor your payment, while still protecting some of the time and resources that Imago has invested in planning and preparing for camp.

Refund Structure - IF THE REGISTRANT CANCELS

- Cancellations received on or before 5/6/2024 will be reimbursed for 75% of the Camp Cost. Scholarship Donations will not be eligible for reimbursement.
- Cancellations received **after** 5/6/2024 will receive a 25% refund of the camp costs.
- A family can choose to donate all or part of their refund to Imago as a tax-deductible donation.

Cancellation Policies - IF IMAGO CANCELS

- 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 COVID-19, is detected at camp.
- Imago also reserves the right to cancel a camp out of the necessity for the safety or the well-being of our organization and those we serve, but will only do so if absolutely needed.
- Refunds due to Imago canceling camps will pertain to the number of camp days missed. For example, if three days of camp are missed, the refund would pertain to those three days only.
- 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.