



2023/2024 OVAL CAMPS REFUND, WITHDRAWAL & CHANGES POLICY

All refund requests, withdrawals and changes are subject to the following deadlines:

SUMMER CAMPS

July Camps: June 1
August Camps: July 1

WINTER BREAK CAMPS

December & January Camps: December 1

SPRING BREAK CAMPS

March & April Camps: March 1

PRO D DAY CAMPS

All one-day camps: Minimum of 7 days ahead of camp start date.

- » Requests made by deadline above = full refund to original payment method
- » Requests with extenuating circumstances made after deadline but at least 10 days prior to the start date of the camp:
 - » refund to original payment method minus a \$100 cancelation fee for all half day camps
 - » refund to original payment method minus a \$200 cancelation fee for all full day camps
- » Requests made within 10 days of the start date of the camp = no credit or refund (i.e., 100% forfeiture of camp fee). Exceptions: Full refunds are ONLY granted for documented medical conditions that prevent the user from participating in the camp.
- » Extra supervision (after care, before care, lunch supervision) is fully refundable until start date

Any other requests (i.e., non-medical or unique circumstances) are made at the discretion of the Camp Programmer.

All requests must be submitted by email to camps@richmondoval.ca. Requests will be processed in 5–10 business days. No phone call, voicemail or in-person requests will be processed without email.