

Solstice Recreation Group

Summer Outdoor Adventure Camps

Booking and Refund Policy

Booking

When booking the specific camp 100% of the Camp fees are due at time of booking. We are not in the position to hold or take partial payment for seats. This is due to the complexity of running the SOAC's. We have transportation, equipment and staffing considerations to take into account with each camp. We urge you to book your Camp well in advance to avoid disappointment and follow our refund policy below in the event your child / youth is unable to attend their specific camp.

If you are First Nation Band / Sponsoring Agency of a youth for a camp we are unable to set up a PO # system. All payment are due prior to the commencement of the camp. We can not invoice after the completion of a camp. This is due to the lengthy process some invoicing agencies have taken to respond once invoiced. We are able to invoice your Agency / Band prior to the commencement of the camp date, as long as we receive payment 30 days prior to your chosen camp date. All Refunds follow the refund policy as indicated below. We urge you to ensure you book early once again for the specific camp to ensure your sponsored youth has a seat in their desired camp.

Refund Policy:

We operate our SOAC's on a non-profit basis. We having staffing, travel, equipment, facility booking fees, manual fees, etc. to consider when we work out the Camp fees.

Once you book your camp you are able to cancel your booking with us as long as it is **30** days prior to the camp date, minus a \$50 administration fee. You will be issued a cheque by SRG.

You can request a credit or carry over to another camp if there are seats available in the following camp – as long as this is done 30 days prior to the commencement of your camp date. This is in an effort for us to open up your now vacant seat in the course that you have now cancelled.

In the event of an unforeseen medical consideration – you are able to cancel your course two (2) weeks prior to your camp date. We will issue you a full payment minus the \$50 administration fee. We are like many other organizations that require a medical note indicating that you are unable to attend the camp for medical reasons.

If you have any questions please do not hesitate to contact me to discuss our Booking and Refund Policy. Thank you

Regards

Ray Hawkes

Ray Hawkes
Director

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