

Cancellation & Refund Policy

The following policy outlines the regulations and circumstances for cancellations and refunds for the Ritchot Recreation summer day camps program.

For Weeklong Registration

For camp participants signed up for a full week (5 days) of programming, cancellations must be made before the start of the camp program day (8:00 am). Refunds will be issued on a pro-rated basis for any days of programming not participated in. For example, if the child participates in the Monday, Tuesday, and Wednesday of the camps, however can no longer participate in the remaining Thursday and Friday, a refund will be issued for the remaining 2 camp days as long as the cancellation is affected prior to the start of the Thursday session.

After the start time of the camp has passed, the registered child will be considered to be confirmed to be attending the camps, and no refund will be issued for that day.

For Day Registration

Cancellations for single day registrations must be received a minimum of 18 hours in advance of the camp day. For example, if the camp registrant is signed up for the Tuesday camp, the registration must be cancelled by noon on the Monday.

General

If the camp registrant is removed from the camp during the duration of the camp program day, no refund will be issued for that day. This applies for removal by a parent/ guardian for reasons outside of the camp environment, and also for removal situations under the camp behavioral policy.

If the camp program is cancelled for reasons pertaining to camp management, including but not limited to:

- Emergency lack of councilors
- Emergency weather conditions
- Arena facility closure
- Emergency evacuation
- Medical emergency

Refunds will be issued on a pro-rated basis for the portion of the day used.

- Full day cancellation: Automatic complete refund
- Cancellation before noon: Half refund
- Cancellation after noon: No refund

Illnesses

In the case of a general illness, or COVID19 symptom induced quarantine, a full refund will be issued for the camp time remaining. For example, if the participant begins showing symptoms of an illness at noon on the Tuesday of a weeklong registration, the guardian will be called for collection of their child. A refund would then be processed for the remaining half of the Tuesday, as well as any following days the child is unable to attend, either until the general illness passes, or a COVID19 negative result is received.

The intention of this policy is to create an environment of understanding, and flexibility in ensuring the safety of the remaining camp participants. In in abundance of caution during this global health crisis extra measures to ensure the health and safety of all will be taken, and Ritchot Recreation wishes to ensure registrants are not monetarily penalized for being removed from the camp environment. This health policy will also be operating on an honour system, as no doctor's note will be required to receive a medical discharge refund.