

GULF STREAM COUNCIL REFUND & CANCELLATION POLICY

PHILOSOPHY ON REFUNDS

The Gulf Stream Council Refund Policy is intended to provide maximum flexibility to Scouts and Scouters while protecting the Council's financial stability. Once a registration has been paid, the Council incurs expenses related to program supplies, food and other costs. To allow the Council to recover expenses incurred by your expected participation, not all fees paid at registration are refundable.

Unless otherwise published in applicable promotional materials, the standard refund policy is shown below.

ALL COUNCIL AND DISTRICT EVENTS, ACTIVITIES AND TRAININGS (Excluding camp activities)

- No refunds will be issued for activities where promotion literature states "No Refunds."
- No refunds will be approved for no shows or for bad weather that does not warrant event cancellation.
- Required deposits are non-refundable.
- Refunds will be considered only for the following reasons:
 - Serious illness or injury preventing attendance
 - Death in family preventing attendance
 - The event or activity is cancelled or rescheduled by the Council
- All refund requests must be received **NO LATER THAN FIVE BUSINESS DAYS** after the event is completed. Supporting receipts must accompany the request. Requests received after this time will not be processed.
- Requests must be made in writing to the Council Service Center via mail, fax, or email. All emails must be sent to Julia Leith at Julia.Leith@Scouting.org and copied to Alec Connolly at Alec.Connolly@Scouting.org.
- For Council High Adventure Contingents, National Jamborees, and other similar events, refunds will be given only if a paid participant has replaced the Scout who has cancelled. The refund will be less any costs incurred by these changes (airfare, activity fees, transportation).
- Activities or events cancelled by the Council will be refunded at 100%.
- Requests for refunds for participant cancellations will be calculated as follows:
 - Fourteen days or more before event = 80% Refund
 - Less than fourteen days and until event = 50% Refund
 - Up to five days after the event = 50% Refund
 - Six or more days after the event = No Refund
 - Refunds for fees of \$10 or less will not be issued.
- Refunds will be made by check payable to the person or entity who made the original payment. Please allow 30 days for processing.

- Units may request that their refund be held as a credit in their unit deposit account.
- Transferring fees from one person to another within the same unit for the same program is permissible. Fees are not transferable from one Tentaroo account to another.
- The Council is not responsible for any payment arrangements made between units and their members.

CAMP FACILITIES RESERVATIONS (Cabins, Campsites, Program Areas, etc.)

- Payment for the estimated number of attendees is made at the time of reservation.
- Changes to headcount can be made up to three days prior to arrival.
- The Gulf Stream Council does not offer refunds on cancelled camping reservations. However, fees collected for reservations cancelled 7 days or more from scheduled arrival will be held as a credit in the unit's Tentaroo account for the unit's future use.
- Cancellations made less than 7 days prior to scheduled arrival, or "no-show" units, will forfeit ALL fees paid.