

GULF STREAM COUNCIL REFUND & CANCELLATION POLICY - SAW 2022

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, patches, awards 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 approved for no shows or for bad weather that does not warrant event cancellation.

- 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 Joanne Moniger at joanne.moniger@scouting.org.

- Activities or events cancelled by the Council will be refunded at 100%.

- Requests for refunds for participant cancellations will be calculated as follows:

- o Fourteen days or more before event = 80% Refund

- o Less than fourteen days and until event = 50%

- o Up to five days after the event = 50% Refund

- o Six or more days after the event = No Refund

- o 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.