

Hawk Mountain Council, BSA

Cancellation & Refund Policy

Effective 2/15/2020

Unless otherwise stated in writing in a flyer, brochure, or other promotional piece for a specific event, activity, camp program or product the below stated refund policies shall be in effect:

Event or Activity Fees — Indoor

(University of Scouting, STEM/merit badge college, banquets, indoor trainings, etc.)

Prepaid event or activity fees for an indoor event/activity are refundable in full if the request is received in writing at the Scout Service Center more than 30 days prior to the start of the event/activity. Event or Activity fees for an indoor event are also fully refundable if the Council cancels the event/activity.

Refund request received at the Scout Service Center 30 days or less before the start of the event or activity and more than 72 hours before the participant's scheduled arrival will be refunded 50% of the paid fee. No fees will be refunded less than 72 hours before the start of any event or activity. All Event or Activity fees collected on-site are non-refundable

If an event or activity is restricted to a limited number of participants, and the event/activity is sold out and there is a waiting list of approved applicants, then the prepaid event or activity fee will be refunded, or transferable to another qualified, Council approved participant.

All Refunds will be made in the form of a check within 30 days of the cancellation of the indoor event/activity.

Event or Activity Fees — Outdoor (Other than Resident/Day Camp Fees)

(Camp-o-rees, Cub Scout Family Campouts, Venture Camporee/shooting sports, outdoor trainings, etc.)

Prepaid event or activity fees for an outdoor event/activity are refundable in full if the request is received in writing at the Scout Service Center more than 30 days prior to the start of the event/activity. Event or activity fees for an outdoor event are also fully refundable if the Council cancels the event/activity.

Refund request received at the Scout Service Center 30 days or less before the start of the event or activity and more than 72 hours before the participant's scheduled arrival will be refunded 50% of the paid fee. No fees will be refunded less than 72 hours before

the start of any event or activity. All Event or Activity fees collected on-site are non-refundable.

If an event or activity is restricted to a limited number of participants, and the event/activity is sold out and there is a waiting list of approved applicants, then the prepaid event or activity fee will be refunded, or transferable to another qualified, Council approved participant.

If an outdoor event or activity must be cancelled due to weather, and a weather make-up date was provided in the event/activity promotional materials, the inability to attend on the weather make-up date is not justification for a refund. If a weather make-up date is offered after the cancellation of an event/activity then, at the participant's choice, they may either attend the make-up event/activity or receive a refund.

All Refunds will be made in the form of a check within 30 days of the cancellation of the outdoor event/activity.

Resident Camping Fees (Scout BSA Summer Camp, Cub Resident Camp, NYLT, etc.)

Refunds of prepaid camp fees will be made by check to the participant's unit or the individual who paid the fee as follows:

- Written refund requests received at the Scout Service Center more than 45 days before the first day of the camp will be refunded in their entirety except for \$50.00 administrative fee for resident camp, NYLT, and Wood Badge and \$25 administrative fee for day camp.
- Written refund requests received at the Scout Service Center 45 days or less before the first day of the camp and more than 7 days before the participant's scheduled arrival at camp will be refunded in their entirety less 60%.
- No refunds will be granted less than 7 days before the participant's arrival at camp.

Written refund requests will be granted, unquestioned, according to the guidelines outlined above. Prepaid camp fees may be transferred to another Scout within the same Scouting unit without a penalty. This refund policy is being enacted to provide the maximum flexibility to Scouts and their families while protecting the council's pre-paid camp expenses based on the unit's reservation numbers.

Exceptions for Resident Camping Fees:

- The Scout's family moves out of council.
- There is a death or serious illness in the Scout's immediate family that requires his attendance.
- The Scout himself becomes ill and is therefore unable to attend camp. A doctor's note **MUST** be attached with the refund request. Last minute cancellations due to chronic conditions may not meet the criteria of becoming ill.

- A parent or guardian is recently deployed in the military.

If a refund is granted, the initial deposit and commitment payment will be forfeited (a total of \$50 for resident camp or \$25 for day camp) for that Scout.

POLICIES PERTAINING TO CAMP ACTIVITIES AND RESERVATIONS

Off Season Camping Reservations (Cabins, Facilities, Campsites)

- Cancellation of reservations 45 days or more prior to the scheduled date will receive a full refund. All refund requests must be made in writing to the Council Program Director. Mail to: HMC, 5027 Pottsville Pike, Reading, PA 19605.
- Cancellations made 21 days to 44 days prior to the scheduled date may transfer fees to another reservation but will not be eligible for a refund. Transfers must be coordinated with the Council Program Director within 30 days of notification of the cancellation.
- Cancellations made 14 days to 20 days prior to the scheduled date may transfer 50% of the fees paid to another reservation but will not be eligible for a refund. Transfers must be coordinated with the Council Program Director within 30 days of notification of the cancellation.
- Cancellations made less than 14 days prior to the scheduled date, or "no-show" units, will forfeit ALL fees paid.

Weather Related Event Cancellations

- No event will be cancelled due to temperature considerations alone. However, the Council will make provisions for the health & safety of participants in the event of extreme cold or heat.
- No event will be canceled due to thunderstorms or the threat of thunderstorms. Thunderstorms are usually short in duration. Portions of events or activities may need to be postponed, rescheduled, or canceled during an actual thunderstorm or severe weather event, but seldom will an entire event be canceled due to severe weather.
- No camping related Scouts BSA or Venturing event or activity will be canceled due to the rain or the threat of rain. Participants need to come prepared for the possible weather conditions.
- If an Event or Activity is Cancelled due to an extreme weather event, we will attempt to get the information out to participants by phone, by e-mail, by posting a notice on our Council website, and Council Facebook page.

Scout Shop Refund Policy

- All items must be returned within 30 days of purchase. When returning items for refund, please include the following:
 - Receipt
 - Tags still attached to clothing

Exceptions to this Policy

Order of the Arrow Event/Activities: The Order of the Arrow sets their own refund policies separate from those of the Hawk Mountain Council, Boy Scouts of America. Please consult the Lodge Chief or Lodge Adviser for information about their refund policies.

National Events, Activities and Facilities: Refunds for national events, activities and facilities that you register for directly with the National Council, BSA are between you and the National Council, BSA in Irving, TX. The National Council usually publishes an event's refund policy in that event's promotional materials. The refund policy for national events can change dramatically from one event to the next. Please read and understand that event's refund policy before paying any fees.

National Registration Fees: All National Registration Fees are non-refundable except upon the death of the registered member when the remaining monthly prorated portion of the registration fee will be refunded, if requested in writing with appropriate documentation, from the date of the request through the remaining unexpired registration period.

Boys' Life Magazine: Please contact the Boys' Life Magazine Circulation Department at 972-580-2000 for issues related to this magazine.

If you have comments, suggestions or questions regarding these refund policies, please direct them to the Scout Service Center, care of the Scout Executive.