

## Refund Policy (Amended 6.15.10)

### Boy Scout Resident Camps

The Chester County Council Horseshoe Scout Reservation makes financial commitments for the hiring of staff and purchasing of supplies and other materials many months prior to camp; therefore participants must make a financial commitment of at least \$35.00 by the deposit deadline March 31, 2010.

Based on this fact, refund amounts are dependent on time of submission and reason for refund. Please note that if an entire unit cancels before or after deposits are paid, the \$50 site stake-a-claim fee as well as any deposits is not refundable. If a unit should cancel after all payments have been made in full, any refund will be made at the discretion of the Reservation Director.

The Chester County Council does reserve the right to cancel any reservation if payments are not received in full by each of the payment due dates. Again, the \$50 site stake-a-claim fee is not refundable under any circumstances.

Below you will find the conditions required to be met in order for a refund to be processed. To ensure consistency in this process, no refund will be issued if any of the conditions are not met (no exceptions). In addition you will find the amount that will be issued is based on the reason for the refund request as well as date of submission.

- All refund requests must be submitted in writing either by mail to the Chester County Council Service Center, Camping Administration or by email to [adalesan@bsaemail.org](mailto:adalesan@bsaemail.org). Remember the date of submission will affect the amount of refund issued.
- Refund requests should include the following information:
  - Unit type and unit number (i.e. Troop 555)
  - Name of Scout
  - Date of attendance
  - Reason for request
  - Supportive documentation for a reason entitling a full refund
- Full refund of the amount paid will be issued for the following reasons:
  - Medical illness or injury of Scout
  - Medical illness, injury or death of immediate family member
  - Required attendance to summer school during the time the Scout is scheduled to attend camp
  - Unexpected financial hardship or family emergency (Approval required by the Reservation Director)

Any of the above reasons will **require** supportive, written documentation to be submitted along with the written refund request. For medically related reasons, a letter from the Scout's physician; for attendance to summer school, a letter from the Scout's teacher or school administration; for unexpected financial hardship, a letter from the Scoutmaster.

Any Scout or leader/adult released and sent home by the camp director or health officer due to medical reasons will be issued a pro-rated partial refund. Refunds issued to campers choosing to leave early will be at the discretion of the Reservation Director.

**The due date to submit a refund request based on one of the above reasons is August 31, 2010.**

- Partial refund of the amount paid will be issued for all other reasons based on the date of submission or the first day a participant is scheduled to attend camp (whichever comes first). In other words requests must be made prior to attending camp for reasons other than those above. Requests must still be made in writing with a reason given, but written supportive documentation is not required.

**Refund Request Made by:**

June 1, 2010  
June 15, 2010  
July 1, 2010  
July 15, 2010  
After July 15, 2010

**Amount to be Refunded:**

total amount paid less \$35  
total amount paid less \$70  
50% of the amount paid  
25% of the amount paid  
No refund

No refunds or credits will be issued at camp. If fewer Scouts attend than have paid, money will only be refunded based on a viable reason (medical, school attendance, unexpected financial hardship or family emergency) and after the required letters and documents are submitted to the Council Service Center. No refunds will be issued for unsupported requests.

Refunds will be issued to the troop within two weeks of receipt of the request or with-in two weeks after the scheduled date of attendance, which ever comes first. The troop will be responsible for refunds to the family. Only if requested and approved by a key unit leader will a refund be made directly to the family.

**Submit all refund requests to:**

Chester County Council, BSA  
Attn.: Camping Administration  
504 S. Concord Rd.  
West Chester, PA 19382  
Council (voicemail): 610-696-2900, ext. 25  
adalesan@bsamail.org