

CFC / LNC Cancellation and Refund Policy: Update – August 1, 2023

The Central Florida Council, BSA and Camp La-No-Che provide the following options for attendees whose camping plans have changed and seek to cancel all or part of their registration. Please follow the procedures outlined below; failure to follow these instructions may impact your eligibility for a refund.

STEP 1: Complete a Reservation Cancellation Form: <https://form.jotform.com/CFCBSA/event-cancel>

as soon as you know you will be unable to attend. Completing the form in a timely manner will ensure a timely response and the max refund being applied. Requests NOT using this form will NOT be considered. Phone/e-mail requests will NOT be considered until a complete Cancellation Form is submitted.

STEP 2: Camp/Council Management will review submissions at least once a week. Cancellation confirmations will be e-mailed promptly after review and a refund will be issued (either to an electronic payment type or a mailed check) based on eligibility. Refund eligibility will be based on the DATE OF FORM SUBMISSION using the following guidelines:

LEVEL 1: Full Refund

Must be requested AT LEAST TWO WEEKS prior to event/activity/reservation start date.

- Participant will receive 100% of their Event FEES and any ADDITIONAL FEES paid EXCEPT t-shirts or retail items; reservation deposits are NOT refundable.
- Participants may also choose to transfer 100% of their fees paid AND any additional fees and deposit paid to an event of equal or lesser value within the same calendar year.

LEVEL 2: 70% Refund

Must be requested NO LESS THAN 24 HOURS prior to event/activity/reservation start date.

- Participants will receive 70% of their Event FEES; NO ADDITIONAL FEES or DEPOSITS will be refundable.
- Participant canceling due to medical emergency, death in the family, or move out of Council may be granted a 100% refund, as outlined in Level 3, if requested at least 24 hours prior to start of event and will require documentation proof upon request.
- Participants may also choose to transfer 90% of their event fees paid AND any deposit and additional fees except t-shirts and other retail items, can be transferred to an event of equal or lesser value within the same calendar year.

LEVEL 3: 100% Refund Due to Special Circumstances

Must be requested NO MORE THAN TWO WEEKS AFTER an event/activity/reservation end date.

- Participant must cancel due to MEDICAL EMERGENCY, DEATH IN THE FAMILY, and/or MOVE OUT OF COUNCIL will require documented proof upon request; cancellations for any other reason will NOT be refunded after the Level 2-time limit has passed.
- Participants will receive 100% of their Event FEES if their request meets criteria; NO ADDITIONAL FEES or DEPOSITS will be refundable.
- Participants may also choose to transfer 90% of their fees paid to an event of equal or lesser value within the same calendar year. Any additional fees and deposit(s) will not be refunded.

MORE INFORMATION AND CANCELLATION REQUEST FORM AVAILABLE AT:

<https://form.jotform.com/CFCBSA/event-cancel>

- If approved, the refundable amount will be returned using the original method of payment if possible, or via check.
- There will be no refunds under \$10.00.
- If an event is canceled by the district or council, a full refund will be provided.