

CFC / LNC Cancellation and Refund Policy: *Update – March 2021*

The Central Florida Council, BSA and Camp La-No-Che provides 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 (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.

- Camper will receive 100% of their CAMP FEES and any ADDITIONAL FEES paid; reservation deposits are NOT refundable.
- Campers 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.

- Camper will receive 70% of their CAMP FEES; NO ADDITIONAL FEES or DEPOSITS will be refundable.
- Campers cancelling due to medical emergency, death in the family, or move out of Council may be granted a 100% refund, as outlined in Level 1, if requested at least 24 hours prior to start of event.
- Campers may also choose to transfer 90% of their fees paid AND any additional fees and deposit to an event of equal or lesser value within the same calendar year.

LEVEL 3: 70% Refund Due to Special Circumstances

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

- Camper must cancel due to MEDICAL EMERGENCY, DEATH IN THE FAMILY, and/or MOVE OUT OF COUNCIL; cancellations for any other reason will NOT be refunded after the Level 2 time limit is passed.
- Camper will receive 70% of their CAMP FEES if their request meets criteria; NO ADDITIONAL FEES or DEPOSITS will be refundable.
- Campers may also choose to transfer 90% of their fees paid AND any additional fees and deposit to an event of equal or lesser value within the same calendar year.

MORE INFORMATION AND CANCELLATION REQUEST FORM AVAILABLE AT:

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