

HEARTLAND FOREST NATURE EXPERIENCE

PAYMENT AND REFUND POLICY

Day Camps & Workshops

Payment Policy

All program fees must be paid in full the same day the child's registration is submitted to Heartland Forest. If payment is not received with the child's registration they will be moved to a wait list.

If a child has been added to a waitlist due to lack of payment that child will only be permitted to attend camp if there are spaces open and a payment has been made.

Refund Policy

Once a child's registration has been accepted and processed a \$25 administrative fee will be deducted from any refund following the schedule below:

- If the cancellation of program/services is requested at least 15 days prior to the days/weeks registered, there is a full refund less the \$25 administrative fee.
- If cancellation is requested less than 15 days prior to the registered days/weeks there will be no refund.
- For medical cancellations accompanied by a physician's certificate, the refund will be pro-rated less the \$25 administrative fee.

No refund will be provided in the event of a child being removed from camp due to:

- Any inappropriate behaviour which includes, but is not limited to; bullying, cursing, physical violence and property damage.
- Any physical, developmental or behavioural special needs that have not been declared prior to attending camp.