

HEARTLAND FOREST NATURE EXPERIENCE

PAYMENT AND REFUND POLICY

Rent a Camp Counsellor

Payment Policy

All program fees must be received at time of booking to confirm your space. If payment is not received within 3 days after the booking request is submitted Heartland Forest will cancel the request, and no programming will be delivered.

Refund Policy

Once a booking has been confirmed and payments have been processed a \$25 administrative fee will be deducted from any refund following the schedule below:

- If the cancelation of program/services is requested at least 10 days prior to the day(s) registered, there is a full refund less the \$25 administrative fee.
- If cancelation is requested less than 10 days prior to the registered day(s) there will be no refund.
- For medical cancellations accompanied by a physician's certificate, the refund issued less the \$25 administrative fee. OR may be rescheduled at a later date.

No refund will be provided in the event of any person(s) being asked to leave the programming due to:

- Inappropriate behaviour which includes, but is not limited to; bullying, cursing, physical violence and property damage.

A full refund will be issued in the event of severe weather or other unforeseen circumstances where Heartland Forest deems it necessary to cancel a booking that cannot be rescheduled at a mutually agreed upon later date.