

Program Payment & Refund Policy

Statement:

The Heart of Ohio Council, BSA provides council programs, high adventure camps, and other camping experiences to the Scouts and leaders in its service area. These opportunities require council staff to send deposits to the sponsoring camp, acquire needed supplies, and produce mailings to campers and others so the council-sponsored experiences are rewarding and convenient for the Scouts and leaders in our council.

Fees are usually paid in advance of the event to ensure the council provides the best service to the Scouts, so the following refund policies will apply. Participants are not considered registered for any event / activity until payment in full has been received.

Event / Camping Fees:

Event fees are final except in a limited number of circumstances where a refund may be granted (see below). Refunds may be given only if the following circumstances are brought to a council employee's attention. Individuals / groups that cancel their reservation 30 days or more prior to the event date will receive a refund of fees paid less a 15% administrative service charge. No refunds will be given for cancellations made less than 30 days prior to the event date. Any / all refund requests must be made within 30 days of the event date. Alternately, camp fees may be transferred to another Scout or leader attending. No pro-rated fees will be given to Scouts wishing to attend a partial week at camp.

1. The registered participant has an illness preventing participation in the event and has a signed statement from a medical doctor or healthcare practitioner. The written order must be provided to the Heart of Ohio Council, BSA, P. O. Box 368, Ashland, OH 44805.
2. In the event of the death of an immediate family member (parent, grandparent, brother, sister, or anyone else living in the house with the participant). The council will consider other deaths, which may effect the participant, on a case-by-case basis.
3. Only the Scout Executive or designee of the Heart of Ohio Council, BSA may authorize a refund for a council- sponsored event.
4. Any refund of monies for the event is then based on the money paid to the council minus the deposit and any money sent to another agency or company for the event. The remaining money is refundable as long as the participant meets the above requirements. Any money that has been sent to another agency or company is considered issued and not refundable.
5. Any event that does not have a deposit, but has an event fee, will be assessed a 15% service charge before any refund is issued. All remaining money is refundable. Again, the participant must meet the above requirements.

Program Payment & Refund Policy (continued)

Deposits:

All deposits are non-refundable. The following will apply for any deposit made for a council-sponsored program.

1. Any cancellation, once the deposit (unit or participant) has been sent to the council, will be forfeited (this would include summer camp site fee).
2. Participant deposits may be transferable to another participant that takes the entire slot for that event.

Late Fees:

The Heart of Ohio Council, BSA and all approved event committees have the opportunity to set late fees or discounts for events. Late fees will be announced with the original posting for the event. Late fees paid to the council are not refundable.

Waiting Lists:

At times, the council maintains a waiting list. If the participant is not selected to attend the event, all waiting list money will be refunded at 100%, including deposit money.

Cancellation by the Council:

If the National Boy Scouts of America or any other agency that has contracted with the council cancels an event, the council will issue a full 100% refund (including any deposit money).

Applies:

These policies only effect the Heart of Ohio Council, BSA; its committees, and districts. This policy is not transferable to charter organizations or individual units (packs, troops, teams, crews, and posts) of the council.

Examples:

- A Scout is unable to attend an event due to an illness. The cost of the event is \$20. The refund would be $\$20 - \3 (15% service charge) = \$17 refund if notification was made at least 30 days prior to the event. No refunds will be issued for notifications made less than 30 days prior to an event. However, the Scouts' event fee may be transferred to another Scout.
- A Scout's grandmother dies and he is unable to attend a Philmont trek. The trek price is \$1,400. The refund would be $\$1,400 - \100 (deposit) - \$800 (Philmont fee) = \$500 refund.
- The Florida Sea Base cancels a trip due to shark attacks. The total cost of the trip is \$1,300. The refund would be \$1,300 no matter what. The council will take the liability for the plane tickets and any other expenses. All money, even deposits, are refunded.