

California Inland Empire Council, BSA

Refund & Activity Fee Transfer Policy

2020-2021 California Inland Empire Council office operations have been disrupted by the recent and ongoing outbreak of the coronavirus disease 2019 (COVID-19). Therefore, if you submit a refund request for an event, you may experience a longer delay in receiving your check (30-60 days). Your request must be submitted according to the date requirements outlined in our Refund Policy. Thank you in advance for your patience and understanding.

Summer Camp

No refunds will be issued for Camp Emerson or Family Camp, payment is based on the number of campers, not named individuals. If you have a youth or adult who is fully paid but then cannot come to camp, we urge your unit to find a replacement for this person(s). Payments for canceled spots are not credited to the unit balance if unit numbers are reduced.

Activities, Trainings, Use of Camp & Day Camp

Because most of the fees that are paid for camps and events are actually spent or committed prior to the actual camp or event, refunds or activity fee transfers for Council and District camps/trainings/activities will be made only under the following conditions:

Request for refunds or activity fee transfer must be **in writing and submitted by the person who paid for the original reservation** and meet one of the following criteria:

A: For the use of Council camp, Day Camps or any overnight camping event, a written request must be received by Volunteer Services at the Council Service Center at least thirty (30) calendar days before the event.

B: For all non-overnight events (excluding Day Camp see option A), a written request must be received by Volunteer Services at the Council Service Center at least fourteen (14) calendar days before the event.

All refund & activity fee transfer requests received by the deadline will be processed by the Volunteer Services department within 30 days of completion of the event.

For refunds; Volunteer Services will initiate the request for approval by Council Management staff.

For activity fee transfer requests; Volunteer Services may approve, and transfer may be carried over to the same or next calendar year (for the same event) and can only be transferred once.

Refunds will be paid by Council check and mailed to the person who paid for the original reservation or refunded via online reservation system.

The only exception to this policy is in the case of a medical emergency. A 50% refund may be allowed, if the parent/guardian's written request for refund is accompanied by a doctor's note.

This policy supersedes any and all previously adopted or implied Refund Policies.

Volunteer Services
1230 Indiana Court
Redlands, CA 92374

(909) 793-2463
(909) 793-0306 fax

Revised: March 5, 2021