

LGFAA Cancellation Policy



Implemented December 2024

I. Holiday Home Camp

Holiday Home Camp Cancellation Policy

At Holiday Home Camp, we prioritize the consistent attendance of every child in our programs to ensure a cohesive and enriching experience. If you find yourself needing to cancel, please carefully review the following details regarding our cancellation policy:

Cancellations Made Before June 1st:

Should you need to cancel your child's reservation prior to June 1st, you will receive a refund of your \$25 deposit, which is fully refundable under these circumstances. If you decide to reschedule before the June 1st deadline, we will retain your deposit to apply it to the new reservation. Please ensure you contact us promptly to make these arrangements.

Cancellations Made After June 1st:

If you cancel your registration after June 1st, or if your child does not show up for camp, this may affect your deposit. Also, such cancellations could affect your eligibility for future programs, participation in the ELITE program, or access to specialty offerings like 3R's VIP Camp. Please be aware that if your child is a no-show on the first day of camp, their reserved spot will be allocated to a child on our waitlist who is eager to attend.

Key Reminders

To ensure the full refund of your deposit, your camper must either attend the scheduled camp or you must reschedule their session prior to June 1st. **We highly encourage open communication about any unforeseen conflicts or issues that may arise.** If such circumstances occur after the cancellation deadline, we ask that you reach out immediately to our Registrar, Adriana, for guidance. For any further questions, clarifications, or concerns, we are here to help! Feel free to reach out via email at adriana@holidayhomecamp.org or call our office at 262-245-5161. We are here to help and want to ensure your experience with Holiday Home Camp is positive and rewarding.

Política de Asistencia, Cancelación y Ausencia

En Holiday Home Camp, priorizamos la asistencia constante de cada niño en nuestros programas para garantizar una experiencia cohesiva y enriquecedora. Si necesita cancelar, revise atentamente los siguientes detalles sobre nuestra política de cancelación:

Cancelaciones realizadas antes del 1 de junio:

Si necesita cancelar la reserva de su hijo antes del 1 de junio, recibirá un reembolso de su depósito de \$ 25, que es totalmente reembolsable en estas circunstancias. Si decide reprogramar antes de la fecha límite del 1 de junio, retendremos su depósito para aplicarlo a la nueva reserva. Asegúrese de comunicarse con nosotros de inmediato para hacer estos arreglos.

Cancelaciones realizadas después del 1 de junio:

Si cancela su inscripción después del 1 de junio, o si su hijo no se presenta al campamento, esto puede afectar su depósito. Además, dichas cancelaciones podrían afectar su elegibilidad para futuros programas, la participación en el programa ELITE o el acceso a ofertas especiales como el campamento VIP de 3R. Tenga en cuenta que si su hijo no se presenta el primer día del campamento, su lugar reservado se asignará a un niño en nuestra lista de espera que esté ansioso por asistir.

Recordatorios clave

Para garantizar el reembolso total de su depósito, su campista debe asistir al campamento programado o debe reprogramar su sesión antes del 1 de junio. Recomendamos encarecidamente la comunicación abierta sobre cualquier conflicto o problema imprevisto que pueda surgir. Si tales circunstancias ocurren después de la fecha límite de cancelación, le pedimos que se comunique de inmediato con nuestra Registradora, Adriana, para obtener orientación. Si tiene más preguntas, aclaraciones o inquietudes, ¡estamos aquí para ayudar! No dude en comunicarse por correo electrónico a adriana@holidayhomecamp.org o llame a nuestra oficina al 262-245-5161. Estamos aquí para ayudar y queremos asegurarnos de que su experiencia con Holiday Home Camp sea positiva y gratificante.

II. OWLS (Outdoor Wisconsin Leadership School Cancellation Policy)

OWLS Cancellation Policy

At the digression of the OWLS Director, Cancellations within 30 days of the scheduled program date will result in the retention of 1/3 deposit.

Cancellations within 7 days of the program date require full program fee payment.

Ninety Percent Clause – For groups who arrive with fewer participants than expected

Groups must declare the total number of participants and leaders/chaperones attending the program by returning the Declaration of Attendance form enclosed in the OWLS contract. This

is due by the date outlined in the OWLS Contract email.

The group will then be fiscally responsible for paying a program/rental fee equal to ninety (90) percent of this number of participants, or the actual number of participants, or \$500, whichever is higher.

If a Declaration of Attendance form is not returned to OWLS/HHC by this date, OWLS/HHC will assume attendance as the last documented participant count.

Política de Cancelación de OWLS

A discreción del Director de OWLS, las cancelaciones dentro de los 30 días antes de la fecha programada del programa resultarán en la retención de 1/3 del depósito.

Las cancelaciones dentro de los 7 días antes de la fecha del programa requieren el pago completo de la tarifa del programa.

Cláusula del Noventa Por Ciento: Para grupos con menos participantes de lo previsto

Los grupos deben declarar el número total de participantes y líderes/acompañantes que asistirán al programa devolviendo el formulario de Declaración de Asistencia incluido en el contrato de OWLS. Esto se debe enviar antes de la fecha indicada en el correo del contrato de OWLS.

El grupo será fiscalmente responsable de pagar una tarifa de programa/alquiler equivalente al noventa (90) por ciento de este número de participantes, o al número real de participantes, o \$500, lo que sea mayor.

Si un formulario de Declaración de Asistencia no se devuelve a OWLS/HHC antes de esta fecha, OWLS/HHC asumirá la asistencia como el último conteo de participantes documentado.

III. Events and Rentals Cancellation Policy

In the event of a cancellation of a special event, all payments made to date are non-refundable and all outstanding payments will be due immediately. We understand that sometimes it is necessary to change or cancel a reservation. We cannot refund any advance payment for a canceled reservation unless the date is re-rented for the entire period and prepayment has cleared. We will make every effort to re-book the location; however, if it is not re-booked, you forfeit all monies paid. If a cancellation is successfully re-rented, all of the rent, taxes and damage/security deposit will be refunded, less a 10% cancellation fee. LGFAA may cancel rentals due to emergency conditions, or events beyond the control of LGFAA. In case of cancellation initiated by LGFAA, all rental and deposit monies will be refunded.

Holiday Home Camp, accredited by the American Camp Association, and OWLS are owned and operated by the Lake Geneva Fresh Air Association, Inc., a nonprofit, 501(c)3 organization. Contributions are tax deductible.

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