

## SALLY MANZARA INTERPRETIVE NATURE CENTER

### REFUND POLICY

#### CAMP FEE REFUND POLICY:

If you need to withdraw your child four or more weeks before the camp start date, half the camp fee will be refunded. You must call the camp director within the stated timeframe to receive the refund. A withdrawal for medical reasons any time prior to the start of camp will receive a full refund less a \$50 processing fee if a signed doctor's authorization is provided. Full refunds will be given if SMINC must cancel a camp for any reason.

#### LITTLE EXPLORERS / TODDLER TUESDAYS REFUND POLICY:

We understand that things come up sometimes. If you encounter an issue and need to change your registration, you must notify SMINC staff at least 1 week before the program to allow time for others to fill the slot. You have your choice of two options:

- 1) Change your registration to a different Little Explorers or Toddler Tuesdays session. To register for that session, email [finance@sminc-lake-elmo.org](mailto:finance@sminc-lake-elmo.org) and mention the credit.
- 2) Transfer your payment to another person attending the session you registered for. You must provide the name of the person who will attend in your place.

Full refunds will be given if SMINC must cancel a program for any reason.

#### NATURE PROGRAM REFUND POLICY:

To request a refund, customers must notify SMINC staff at least 1 day before the program. Customers have a choice of three options:

- 1) Apply the full amount paid toward another of our programs. To register using the credit, customer emails [finance@sminc-lake-elmo.org](mailto:finance@sminc-lake-elmo.org) and mentions the credit.
- 2) Transfer the payment to another person attending the same program. Customer provides the name of the person who will attend in their place.
- 3) Receive a refund of the amount paid less the nonrefundable square processing fee (typically 3.3% + \$.30).

Full refunds will be given if SMINC must cancel a program for any reason.