

# Camp FAQs

## **Cancellation Policy**

### **1. How much time do I have to cancel my registration?**

The last day to make changes/cancellations is the Friday before the payment is due. A \$5.00 process fee is for each weekly change/cancellation per camper. All changes and cancellations must be emailed directly to [billing@ymaryland.org](mailto:billing@ymaryland.org). No changes or cancellations will be accepted at our Y Family Centers.

### **2. Where do I submit my cancellation?**

All changes and cancellations must be submitted to the Customer Billing Office and include the child's name, camp location, and the week(s) you are changing or cancelling. Transfer of camp week(s) is considered a cancellation of a week. Changes in camp weeks after promotion periods are subject to full price. No credit or refund will be issued if care is not cancelled in writing. Cancellations made after the cancellation deadline will not be accepted; all fees are then NON-REFUNDABLE. Cancellation deadline is the Friday before the payment is due.

### **3. How early do I need to cancel in order to receive a refund?**

#### **If a week of camp is cancelled the Friday before the camp payment is due:**

Deposit: Will be left as a credit on your Y account for one year (minus the process fee)

Balance: if applicable, may be refunded

#### **If a week of camp is cancelled less than the Friday before the camp payment is due:**

Deposit: Non-refundable and non-transferable

Balance: Non-refundable and non-transferable