



March 19, 2022

# Cancellation and Refund Policy

This policy establishes the standard criteria and timelines for the cancellation of events and refund of payments for events. Exceptions to this policy must be approved by the Scout Executive with input from the appropriate volunteers.

The applicable refund policy will be clearly stated in writing, where feasible, in promotional information for a specific event, activity, camp program or product.

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## 1. Cancellation policy

- a. **General.** The council will operate in compliance with federal, state, and local laws and directives, as well as BSA National's policies and directives.
- b. **Indoor event or activity**  
The Council will not normally cancel an indoor event or activity unless one of the following circumstances exist:
  - 1) Severe weather conditions just prior to the event create the potential for unsafe conditions for those traveling to the event or at the site of the event.
  - 2) The facility for the event can no longer provide the essential space and capabilities needed for the event due to damage or other circumstances just prior to the event.
  - 3) Other circumstances (see section 1.d.).
- c. **Weather related cancellation of outdoor event or activity**
  - 1) The Council will not normally cancel an event due to temperature considerations alone. However, the Council will make provisions for the health and safety of participants in the event of extreme cold or heat.
  - 2) The Council will not normally cancel an event due to thunderstorms or the threat of thunderstorms. Thunderstorms are usually short in duration. Portions of events or activities may need to be postponed, rescheduled, or canceled during an actual thunderstorm or severe weather event, but seldom will an entire event be canceled due to thunderstorms.
  - 3) The Council will not normally cancel a Scouts, BSA or Venturing event due to rain, snow, or ice or the threat of rain, snow, or ice. Participants need to come prepared for the possible weather conditions.
  - 4) If an event or activity is cancelled due to an extreme weather event we will attempt to get the information out to participants by phone, by e-mail, by posting a notice on our Council website ([www.susquehannabsa.org](http://www.susquehannabsa.org)).





- 5) If an outdoor event or activity must be cancelled due to weather and a weather make-up date was provided in the event/activity promotional materials, the inability to attend on the weather make-up date is not justification for a refund. If a weather make-up date is offered after the cancellation of an event/activity then at the participant's choice they may either attend the make-up event/activity or receive a partial refund.

d. **Indoor or outdoor event or activity**

- 1) If an indoor or outdoor event or activity has a minimum required level of participation, the council may chose to cancel the event or activity when the registration numbers fall below that minimum level.
- 2) The Council will cancel an indoor or outdoor event or activity if conditions are discovered or exist, during preparation for the event or activity, that are deemed to be unsafe for a scouting activity and the conditions cannot be resolved to a safe condition prior to the start of the event or activity.

2. **Refund policy**

a. **Philosophy**

- 1) The refund policies of the Susquehanna Council, Boy Scouts of America strive to achieve a balance between: 1) the expectations of Scout families and Scout leaders; 2) providing quality customer service; and 3) protecting the assets of the organization. The Council operates its events, activities and camps with a minimum margin to keep the costs within the reach of every Scouting family. Most events have up front costs and overhead (site reservation fees, patches, food, medical insurance, program supplies, etc.) that are purchased in advance of an activity in expectation of your participation based on prepaid reservations and past participation levels.
- 2) Even though you may not be able to participate in an event or activity in which you prepaid due to a family situation or choose not to participate due to the weather forecast, this does not change the fact that the Council purchased goods and services on your behalf in expectation of your participation.





- 3) The Council's other option would be to begin including more significant profit margins in each event or activity fee to help cover the losses due to cancellation of events or cancellation by participants.
- 4) Written refund requests will be granted, unquestioned, according to the guidelines outlined in this policy.
- 5) For any event, the Council will consider the transfer of prepaid fees to another Scout within the same Scouting unit without incurring any fees. This flexibility within the refund policy is included to provide the maximum flexibility to Scouts and their families while ensuring the Council's prepaid expenses are covered based on the reservation numbers.
- 6) If you have comments, suggestions or questions regarding these refund policies, please direct them to the Scout Service Center, care of the Scout Executive.

**b. Cancellation of event by Council**

The Council will fully refund all prepaid event or activity fees for an indoor or outdoor event if the Council cancels the event/activity and does not publish a date for the rescheduling of the event within 30 days of the date of cancellation. If the participant is unable to attend the rescheduled date(s), the guidelines for cancellation by participant will apply (section 2.c.).

However, if the event or activity is cancelled as a result of a short-notice directive or order from federal, state, or local officials or BSA National and the event cannot be rescheduled, the council will assess its ability to provide a full refund or a refund less appropriate fees. All participants will then be notified of the refund determination for the cancelled event.

**c. Cancellation by participant**

**1) One day indoor event (University of Scouting, merit badge college, banquets, indoor training)**

- a) The Council will refund prepaid event or activity fees, less an administrative fee of 10% of all prepaid event or activity fees, for an indoor event/activity if the notice of cancellation or withdrawal is received in writing at the Scout Service Center more than 21 days prior to the start date of the event/activity.





- b) The Council will refund 50% of all prepaid event or activity fees for an indoor event/activity if notice of cancellation or withdrawal is received at the Scout Service Center within the timeframe of 21 days or less before the start of the event or activity until the closing date of registration for the event/activity.
  - c) The Council will not refund any of the prepaid event or activity fees for an indoor event/activity if notice of cancellation or withdrawal is received at the Scout Service Center after the closing date of registration for the event or activity.
  - d) All event or activity fees collected on-site are non-refundable.
- 2) **One day outdoor event or weekend event (Camp-o-rees, Day Camp, Webelos Camporee, COPE or Shooting Sports events, outdoor trainings)**
- a. The Council will refund prepaid event or activity fees, less an administrative fee of 10% of all prepaid event or activity fees, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center in a timeframe of more than 21 days before the start date of the event.
  - b. The Council will refund 50% of all prepaid event or activity fees for an outdoor event/activity if notice of cancellation or withdrawal is received at the Scout Service Center within the timeframe of 21 days or less before the start date of the event or activity until the closing date of registration for the event.
  - c. The Council will not refund any of the prepaid event fees for a special event if notice of cancellation or withdrawal is received at the Scout Service Center after the closing date of registration for the event.
  - d. All event or activity fees collected on-site are non-refundable.
- 3) **Special event (Wood Badge, NYLT)**
- a) The Council will refund prepaid event fees, less the cost of prepaid event-specific items and an administrative fee in the amount of 10% of the total payments, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center in a timeframe of more than 45 days before the start date of the event.





- b) The Council will refund all prepaid event fees, less the cost of any prepaid event-specific items and an administrative fee in the amount of 20% of the total payments, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center within a timeframe of 45 days or less before the start date of the event and more than 30 days before the start date of the event.
  - c) The Council will refund all prepaid event fees, less a fee of \$100.00, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center within a timeframe of 30 days or less before the start date of the event and more than 7 days before the start date of the event.
  - d) The Council will not refund any of the prepaid event fees for a special event if notice of cancellation or withdrawal is received at the Scout Service Center within a timeframe of 7 days or less before the start date of the event.
  - e) All event or activity fees collected on-site are non-refundable.
- 4) **Resident camp (Scout BSA Summer Camp, Cub Scouts/Webelos Resident Camp)**
- a) The Council will refund prepaid program fees, less an administrative fee of 10% of all prepaid program fees, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center in a timeframe more than 30 days before the first day of the camp week the Scout is registered to attend.
  - b) The Council will refund all prepaid program fees, less a fee of \$75.00, if the notice of cancellation or withdrawal is received in writing at the Scout Service Center within the timeframe of 30 days or less before the first day of the camp week the participant is registered to attend and more than 7 days before the participant's scheduled first day at camp.
  - c) The Council will not refund any of the prepaid program fees if notice of cancellation or withdrawal is received at the Scout Service Center within a timeframe of 7 days or less before the first day of the week the participant is registered to attend.
  - d) Prepaid purchases (such as hats, shirts, etc) are non-refundable but will be made available to the individual.







- e) All event or activity fees collected on-site are non-refundable.
- 5) **Exception to partial refund or payment of fees**
- a) Transfer of registration to an approved applicant. The Council will fully refund all prepaid event or activity fees for an any type of event/activity if the notice of cancellation or withdrawal is received in writing at the Scout Service Center prior to five days before the start of the event/activity only in cases when all of the following conditions exist:
    - i. The event or activity is restricted to a limited number of participants.
    - ii. The event/activity is sold out.
    - iii. The event/activity has a waiting list of approved applicants. The Council will provide a full refund of all prepaid event or activity fees if all of these conditions exist and another qualified, Council-approved participant fills the slot.
  - b) Unforeseeable circumstances. The Council will consider a full refund of all prepaid event or activity fees for any type of event/activity if the notice of cancellation or withdrawal is received in writing at the Scout Service Center up until the start date of the event/activity if the participant is impacted by one of the following circumstances.
    - i. Serious or contagious illness of the participant is experienced starting within two days of the start date of the event/activity.
    - ii. Serious injury of the participant that would make participation difficult in the event/activity.
    - iii. Hospitalization of the participant.
    - iv. Death of an immediate family member of the participant.
    - v. Employer change in work schedule of the participant that requires work during some or all of the timeframe for the event/activity.
- The Council will accept the statement from the participant or his/her parent/guardian as proof that the circumstance exists; no other verification will be required since a Scout is trustworthy.





d. **Payment of refund**

- 1) **Cancellation by Council.** The Council will provide all refunds in the form of a check or credit card reversal/credit to the participant's unit or the individual who paid the fee. The refund will be processed within 30 days of the cancellation of the event/activity.
- 2) **Cancellation by participant.** The Council will provide all refunds in the form of a check or credit card reversal/credit to the participant's unit or the individual who paid the fee. The refund will be processed within 30 days of receipt of the cancellation or withdrawal from the event/activity.

e. **Specific exceptions**

- 1) **Scout Shop Merchandise:** Please consult the Scout Shop Manager for details regarding refund policies for Scout Shop merchandise.
- 2) **Order of the Arrow Event/Activities:** The Order of the Arrow sets its own refund policies separate from those of the Susquehanna Council, Boy Scouts of America. Please consult the Lodge Chief and Lodge Adviser for information about the OA's refund policies.
- 3) **National Events, Activities and Facilities as part of a Susquehanna Council Coordinated Program:** Refunds for National events, activities and facilities as a part of a Susquehanna Council coordinated program will be refunded as follows.
  - a) The Council will fully refund all prepaid fees if the notice of cancellation or withdrawal is received in writing at the Scout Service Center in a timeframe more than 60 days prior to the start of the event/activity only in cases when all of the following conditions exist:
    - i. The event or activity is restricted to a maximum participation limit.
    - ii. The event/activity is sold out.
    - iii. The event/activity has a waiting list of approved applicants.
    - iv. The adult volunteer in charge of the Council contingent and the professional staff advisor approve the replacement by an individual from the waiting list.







The Council will provide a full refund of all prepaid fees if all of these conditions exist and another qualified, Council-approved participant fills the slot.

- b) If the event/activity/facility is not sold out, a refund of all prepaid fees will be provided less: 1) any amount pre-committed or spent by the Council on your behalf, based upon your commitment to participate in this national event/activity/facility; and 2) a fixed fee of \$50.00 .
- 4) **National Events, Activities and Facilities:** Refunds for national events, activities and facilities that you register for directly with the National Council, BSA are between you and the National Council, BSA in Irving, TX. The National Council usually publishes an event's refund policy in that event's promotional materials. The refund policy for national events can change dramatically from one event to the next. Please read and understand that event's refund policy before paying any fees.
- 5) **National Registration Fees:** All National Registration Fees are non-refundable except upon the death of the registered member when the remaining monthly prorated portion of the registration fee will be refunded, if requested in writing with appropriate documentation, from the date of the request through the remaining unexpired registration period.
- 6) **Boys' Life Magazine:** Please contact the Boys' Life Magazine Circulation Department at 972-580-2000 for issues related to this magazine.

