



Cancellation and Refunds

OUR CANCELLATION AND REFUND POLICY HAS CHANGED!!!

How do I cancel a week?

Cancellations can be requested right from your account. Just log in and hit request cancellation next to the week you want to cancel. Please note that this should not be used to switch to a different activity group. See below for information on how to change groups.

Cancellation Policy

Upon registering for camp you can expect the same level of flexibility you have enjoyed with us in the past. There is no fee for changing weeks of camp as long as the activities are not full.

From **January 1st until May 31st** you can cancel for a full refund minus our \$20 cancellation fee. A cancellation fee of **\$20 per camper** is charged each time a cancellation request is made. The cancellation fee is made *per occasion*, so cancelling multiple camps on one day will only cost you \$20 per camper. If you cancel a camp on Monday, then another on Tuesday – you will be charged the \$20 fee for Monday and the \$20 fee for Tuesday per camper.

Beginning June 1st: Any cancellations made on or after June 1st will be refunded at a 50% rate. For a \$99 week of camp a \$49.50 refund will be offered. ***Please note that you must cancel by the Thursday before the week of camp you are cancelling; any cancellations after that will not be refunded*.***

*Refunds for emergency cancellations are up to the discretion of our Camp Director. Fees help us cover supplies and staffing that have been committed to Camp Venture. ***No refunds will be given for parent choice or discipline absences:***

Parent choice: A day of rest, family trip, sports events, etc.

Discipline: A day requested by a Camp Director so that behavior problems may be dealt with. The request will come with input and planning with the parent.

Sickness: If a child is ill the week they attend camp, a transfer of registration can be made without penalty as long as there is space available to complete the transfer. If it is not possible, a full refund, minus a \$20 cancellation fee, will be processed.

Emergency cancellations and refunds will be granted at the earliest possible time, usually within 2 business days. However, there is a 2-week processing time before you should expect a refund in your original form of payment. If you have any questions about the status of your refund, please contact our Financial Department at 262-378-4470.

How do I change weeks?

To change weeks, please call 262.378.4470 or email campventure@brooklife.org. **Do not** request a cancellation. Our admin will take care of it on our end. There is no fee for changing weeks.