



## Refund and Cancellation Policies

At Serendipity, we strive to provide a seamless experience for all our families. Please review our refund and cancellation policy below:

- **Membership/Registration Fees:** All membership and registration fees are non-refundable. These fees cover administrative costs and ensure we can provide the best possible experience for our participants.
- **Reserved Dates & Payment:** Once payment is received, we will reserve your selected dates. This guarantees your spot in our program and allows us to plan accordingly.
- **Drop-In Camp Cancellations:** If you need to cancel any drop-in camp dates, you will receive a 60% refund of your payment for the day(s), provided the cancellation is made at least four weeks prior to the camp date. The remaining 40% is considered a non-refundable deposit to cover the cost of holding your spot.
- **Cancellations made within four weeks of the camp date will not be eligible for a refund. However, we will do our best to reschedule your camp to another preferred available date if space allows.**
- **Book-by-the-Week Camp Cancellations:** If you need to cancel a week-long camp reservation, you will receive a 60% refund of your payment for that week. The remaining 40% is considered a non-refundable deposit to cover the cost of holding your spot and preparing for each camper.
- **Cancellations made within four weeks of the camp start date will not be eligible for a refund. However, we will do our best to reschedule your camp to another preferred available week if space allows.**

By completing your registration and payment, you acknowledge and agree to these terms. If you have any questions, please feel free to reach out to us.

We appreciate your understanding and look forward to providing a wonderful experience for you and your family!