

REVISED CANCELLATION POLICY AND PAYMENT PROCEDURES

Family Camping Cancellation Policy

- Registration cancellations submitted prior to **May 1st** will receive a refund minus a **\$150.00** administrative fee
- Any booking deposits not received by **May 1st** will result in the booking being cancelled and the cabin being re-assigned to a family on the waitlist.
- Cabin and individual booking cancellations submitted after May 1 and before June 1 will be refunded all fees less each individual booking deposit.
- Any cancellation made after **June 1st** will forfeit the full camp fee.

*Note - the Camp reserves the right and may refund deposits/fees in exceptional circumstances.

Leadership Camp - Cancellations for Red Pine Leadership Camp requested before **June 1st** will receive a refund of any payments less an administration charge of 50% of the deposit. RPLC bookings cancelled after **July 1st** will be refunded 50% of the camp fees and any Tuck Shop deposits less the full deposit amount. Should you have any questions, please contact the office at leadership@redpinecamp.org.

***Important Note: Payment reminders will be sent out to the general camp community, but campers will not be contacted individually with reminders regarding payment deadlines. It is the responsibility of the registrant to review the above policies.**

Payment Guidelines

- Once a cabin has been assigned and you have received your cabin assignment email, your deposit is due WITHIN TWO WEEKS to confirm your reservation.
- Deposit amounts are **\$200.00** per adult (16 and over) per session and **\$100.00** per child (aged 4 and over) per session. The deposit for Canada Day Weekend and Labour Day Weekend is **\$150.00** per adult and **\$50.00** per child. *There is no deposit required for campers under the age of 4 years.
- Any booking deposits not received by **May 1st** will result in the booking being cancelled and the cabin being re-assigned to a family on the waitlist.
- FULL PAYMENT for all campers is due **BEFORE** June 1st.
- There are no camp fee refunds/discounts for families, groups or individuals who may miss meals or are absent from the camp for any portion of the reservation period.
- Payments may be made by E-transfer to payments@redpinecamp.org noting the Booking ID#, by cheque mailed to the Ottawa office, or by Credit Card.
- ***Important Note: Payment reminders will be sent out to the general camp community, but campers will not be contacted individually with reminders regarding payment deadlines. It is the responsibility of the registrant to review the above policies.**