

Cancellation + Transfer Policy

Summer 2025



Please note that if you have enrolled in the installment payment plan, the following payments will be charged on the corresponding dates:

- February 1, 2025
- March 1, 2025
- April 1, 2025
- May 1, 2025

GENERAL POLICY

	If you CANCEL a camp...	If you TRANSFER to a different <i>XPLORER: Summer at TVS</i> camp...
...before March 1, 2025	No fee will be applied. For transfers, we will only charge the program fee difference (if moving to a more expensive camp) or refund the difference (if moving to a less expensive camp).	
...on or after March 1, 2025 (but before registration closure)	We will issue a refund, less a 25% cancellation fee per camp.	We will process the transfer with no fee. We will only charge the program fee difference (if moving to a more expensive camp) or refund the difference (if moving to a less expensive camp). Please note that a transfer request consists of a dropped program and an added program in the same communication. Requests to drop a program without a request to add another program will be treated as a cancellation and will be subject to the 25% fee.
Please note that registration will close on Friday, May 16 at 11:59 PM, for all camps in Weeks 1-5 (May 27-June 27). Registration will close on Friday, June 20 at 11:59 PM, for all camps in Weeks 6-9 (July 7-August 1).		
...after registration closure (May 16 for Weeks 1-5; June 20 for Weeks 6-9)	No refund will be issued.	No refund on the old camp will be issued, and the full fee for the new camp will be applied to your account. Please note that it may not be possible to transfer camps after registration closes, as this requires administrator and instructor approval.

The \$25 / camper registration fee – applied at the time of registration – is non-refundable.

This policy is NOT meant to be punitive in any way, but rather is respectful of:

- our **children**, who deserve the best possible chance of securing a place in our camps ("holding seats" prevents other families from registering),
- our **instructors**, who purchase per-camper supplies and plan enrollment-based experiences for their programs well in advance, and
- our **spaces**, which are pre-reserved with camp enrollment in mind.

SPECIAL CASES

- In the unlikely event that *XPLORE: Summer at TVS* must cancel a camp due to low enrollment or other emergency, you will be given a **full refund** immediately, alongside notification of the cancellation as soon as we possibly can! **(No cancellation fee will be applied in this case.)**
- After our registration closure dates **(May 16 for Weeks 1-5; June 20 for Weeks 6-9)**, we will not provide a refund for canceled camps, except in the case of an emergency situation in the life of a camper, e.g. sudden sickness or injury, family emergency.
- We will not prorate any camp fee in 2025, except in the case of an emergency situation in the life of a camper, e.g. sudden sickness or injury, family emergency. *Please refrain from attempting – for example – to register for the morning half of a full-day camp and an afternoon-only camp.*
- *Please note that you may not transfer your spot to another camper because the system does not allow for these changes.*
- Cancellations of upcoming XTEND Before / XTEND After services will be **fully refunded**.
- Cancellations of in-progress or past XTEND Before / XTEND After services **will not be refunded**.