

Refund & Cancellation Policies

Our Happiness Guarantee (Refund Policy)

The magic in every camper comes to life as never before when children are empowered to be as creative as they were all born to be! [Black Rocket](#) has twenty years of experience designing camps in the S.T.E.A.M fields. As parents and educators we stand by our courses and do our best to create an engaging enrichment experience for your child while offering epic customer support to our community. This is why we offer a 100% satisfaction guarantee with our virtual summer learning experiences. (In-room camp refund policies are determined by the partner location.) Should you or your child have a concern please let us know right away. Our staff is trained to provide you with the best customer experiences and provide EPIC support. If we cannot make it right, all a parent needs to do to get a full refund is simply request the refund prior to the last day of class.

**The only exceptions to the refund policy are students removed for violating the Code of Conduct or cancellations prior to camp.*

***Students must attend at least three days of camp to be eligible for the Happiness Guarantee.*

Transfer and Cancellation Policy

Black Rocket will always honor transfer requests at any point provided there is room in the requested section. Cancellation requests however, impact other students and our staff and because of this are limited. By registering for a class you are reserving a seat that we may not be able to fill should you cancel without sufficient notice. The number of students enrolled impacts the number of staff we schedule, the software licenses purchased, and whether or not a class will get canceled. Since most of our classes fill up, many kids lose out on an opportunity to participate if the class is full.

- 1 to 3 days prior to the start of the class no refund will be issued
- 4 to 9 days prior to the start of class 25% refund will be issued
- 10 to 14 days prior to the start of the class a 50% refund will be issued
- 15 days or more days prior to the class 100% refund minus the registration fee

*Exceptions will be made for students under quarantine during the camp, showing symptoms of Covid, or a positive Covid diagnosis.

