

Important Update: Cancellation Policy

Dear Vail Valley RIDE Community,

We sincerely appreciate your continued support of our program. Our goal is to consistently deliver thoughtful, professional, and attentive care for your kids on bikes. To facilitate the growth of our program and ensure our coaches receive proper training, we are introducing an official cancellation policy. However, please rest assured that we will always maintain a human touch in our program.

If your family encounters an emergency or dire financial situation, please reach out to discuss potential exceptions. Your understanding and cooperation are immensely valued.

Below, you will find the details of our updated cancellation policy, which aligns with valley-wide camp policies:

- All cancellation requests must be made via direct email to karen.jarchow@vailvalleyride.com. Requests made through text, voicemail, or direct staff communication may not be processed.
- Cancellations will be processed as program credits, applicable to any camp within the current year.
- Transfer Requests: Transfers made 30+ days from the camp start can be processed without fee as long as camp spots exist in the alternate camp week. Transferred requests without availability in future camp weeks will be processed as a cancellation.
- Cancellation Requests:
 - 30 days before the camp start = 75% credit
 - 14 days before camp start = 50% credit
 - 1 week before camp start = 25% credit
 - Less than 1 week = no credit (although we still appreciate a cancellation notice)
- If Vail Valley RIDE cancels a camp due to insufficient enrollment or staffing issues, participants will be notified in advance and offered a full refund, credit, or transfer.
- Weather-related cancellations will be addressed with the utmost effort, though credits will not be issued for circumstances beyond our control.

Please note that credits will not be issued for missed camp days (e.g., due to illness or vacations), and missed days cannot be made up. Participants removed from programs for disciplinary reasons will not receive refunds.

Please contact Karen Jarchow for consideration for withdrawal requests not covered within this policy.

We encourage early registration (at least two weeks prior to start) to minimize cancellations. Any necessary administrative changes (e.g., instructor adjustments and location changes) will be promptly communicated to your registered email address.

Thank you for your attention to these updates. Your continued support and understanding allow us to provide your children with the best possible experience.

Warm regards,

Karen, Vail Valley RIDE