

Camp Harmattan Operational Policy: Refunds

The following constitutes Camp Harmattan's policy on refunds. Please determine which category the refund request is regarding and review the corresponding and relevant refund policy.

Category:	Refund Policy:
<i>Camp Harmattan Kids and Youth Summer Camps:</i>	
Eight Weeks or More Before the First Day of the Camp Registered For:	<ul style="list-style-type: none"> ● The registration deposit is non-refundable. ● A refund will be issued for the remainder of the registration fees.
Less Than Eight Weeks to One Week Before the First Day of the Camp Registered For:	<ul style="list-style-type: none"> ● The registration deposit is non-refundable. ● A refund will be issued for 50% of the remaining registration fees (after the non-refundable deposit has been removed from the calculation).
Less Than One Week Before the First Day of the Camp Registered For:	<ul style="list-style-type: none"> ● The registration deposit is non-refundable. ● A refund will be issued for 25% of the remaining registration fees (after the non-refundable deposit has been removed from the calculation).
Mid-Camp Departures:	<ul style="list-style-type: none"> ● No refunds will be issued for kids and youth once camp starts and/or who depart camp mid-week. ● Camp registration fees will not be prorated for mid-week departures.
<i>Camp Harmattan Special Events:</i>	
Four Weeks or More Before the First Day of the Event:	<ul style="list-style-type: none"> ● If a non-refundable deposit is specified for a specific event, the deposit will remain non-refundable. ● A full refund will be issued for the remaining amount of the ticketed cost, less the non-refundable deposit. ● If a non-refundable deposit is

	not-specified, a refund will be issued for the full amount of the ticketed cost.
Less Than Four Weeks to Three Days Before the First Day of the Event:	<ul style="list-style-type: none"> ● If a non-refundable deposit is specified for a specific event, the deposit will remain non-refundable. ● A 50% refund will be issued for the remaining amount of the ticketed cost, less the non-refundable deposit. ● If a non-refundable deposit is not-specified, a 50% refund will be issued for the full amount of the ticketed cost.
Less Than Three Days Before the First Day of the Event:	<ul style="list-style-type: none"> ● No refunds will be issued.
<i>Campground Bookings:</i>	
All Campground Bookings at All Times:	<ul style="list-style-type: none"> ● No refunds will be issued on campground bookings. ● Campground bookings are non-transferable to other weekends. ● The campground booking may be transferred into another person's name on the same weekend of the booking, provided 24 hours notice by email is given to Camp Harmattan with the name transfer request and Camp Harmattan staff approve the transfer. ● The transferee (or the new holder of the booking) must present proper documentation of the transfer upon arrival for the transfer to be accepted by Camp Harmattan.
<i>General Guest Bookings and Non-Camp Harmattan External Events (Contracted Bookings):</i>	
Contract Cancellations 90 Days or More Before the First Day of the Booking:	<ul style="list-style-type: none"> ● Upon the return of a signed contract, a booking deposit of 25% of rental value or a minimum of \$500, whichever is greater, is collected. ● A cancellation 90 days or more prior to the first day of the booking will be issued a refund of the booking

	deposit, less a non-refundable booking deposit of \$250.00.
Contract Cancellations Between Less Than 90 to 60 Days Before the First Day of the Booking:	<ul style="list-style-type: none"> ● A cancellation 89 to 60 days before the first day of the booking will be issued a 50% refund of the total booking deposit.
Contract Cancellations Less than 60 Days Before the First Day of the Booking:	<ul style="list-style-type: none"> ● A cancellation 59 days or less before the first day of the booking will not be issued a refund and the booking deposit will be forfeited to Camp Harmattan.
Meal Tickets:	
All Meal Tickets at All Times:	<ul style="list-style-type: none"> ● Meal tickets are not, under any circumstances, refundable. ● Individuals may transfer their meal ticket to someone else without advanced notice to Camp Harmattan. Camp Harmattan will honour transferred meal tickets provided the receiving person presents a copy of or the electronic ticket at time of redemption.
Coffee Cabin, Ice Cream Shack, and Tuck Purchases:	<ul style="list-style-type: none"> ● No refunds will be issued, unless the supervisor deems a refund is appropriate or necessary for health compliance or safety issues.
Merchandise:	<ul style="list-style-type: none"> ● No refunds will be issued. ● Merchandise with sizing purchased directly from Camp Harmattan may be exchanged within 24 hours, provided the item is unworn and original tags are intact. ● No refunds or exchanges can be accommodated by merchandise purchased through the online store.

Camp Harmattan Office Use Only:

Date of Policy Adoption:	May 1, 2025
Date of Policy Amendment:	TBD
Operational Approval:	Interim Executive Director