

# Douglas College Youth Camp Registration & Refund Policy

## Registration & Deadlines

### Registration Deadline

Registration closes seven (7) calendar days before the camp start date. After this deadline, new registrations may not be accepted.

### Withdrawal & Transfer Deadline

Withdrawal or transfer requests must be submitted at least seven (7) calendar days before the camp start date. Requests made after this deadline may not be accommodated.

## Refunds — Camp Fees & Hot Lunch

Refund requests are approved according to the policy below:

If a **refund** is requested:

- More than seven (7) calendar days before the start of camp: A non-refundable **processing fee of \$20 for each camp or hot lunch** will be applied to the refund
- Between seven (7) calendar days and the start of camp: A **cancellation fee of 25% of your camp value + non-refundable \$20 processing fee for each camp** will be applied to the refund. **No refunds** will be issued on hot lunch orders during this period
- On or after the start date of the camp: **No refunds will be issued**
- To request a refund, please reach out to [youthcamps@douglascollege.ca](mailto:youthcamps@douglascollege.ca) with your **Eventbrite Order Number** and we can help process your request accordingly

## Camp Cancellations

Douglas College Youth Camps may cancel a camp up to seven (7) days before the start date of the camp, or at any time if the program cannot be delivered safely.


If we **cancel** a camp:

- All registered participants will be notified
- Transfers to another available camp may be offered where space permits
- If a transfer is not preferred or available, a full refund will be issued

We aim to make cancellation decisions at least [2 weeks] before the camp start date whenever possible.

## Contact Us

If you have any questions, please contact the Youth Camps team.

 604-527-5472

 [youthcamps@douglascollege.ca](mailto:youthcamps@douglascollege.ca)