

## **COVID 19 2020 Modified Refund Policy**

We are doing our best to offer camp programs that will allow you to get your kids outdoors safely and have a great experience. As this is new territory for us all, we have modified our refund/credit policy for this season. Here are the options:

### **IF PARENT/GUARDIAN REMOVES CAMPER FROM CAMP**

#### **Travel Camps where FAE provides the transportation:**

**Option 1)** We will provide a 50% refund per day for campers that need to be removed by parent/guardian for COVID precautions. (See the COVID 19 Operating Procedures for examples).

**Option 2)** If it is deemed safe for your camper to attend, and you wish to enroll your camper in a 2020 camp program at a later date, we will accept your camper into any available program with a 100% credit for each day they missed.

**Option 3)** If you choose to hold a credit for next year, 2021 you will receive an 85% credit. The remainder will be held by FAE to cover processing costs.

#### **Local Camps where parents bring campers to meet FAE staff:**

**Option 1)** We will provide an 75% refund per day for campers that need to be removed by parent/guardian for COVID precautions. (See the COVID 19 Operating Procedures for examples).

**Option 2)** If it is deemed safe for your camper to attend, and you wish to enroll your camper in a 2020 camp program at a later date, we will accept your camper into any available program with a 100% credit for each day they missed.

**Option 3)** If you choose to hold a credit for next year, 2021 you will receive an 85% credit. The remainder will be held by FAE for processing.

### **IF FISH AND EXPLORE CANCELS A PROGRAM**

Fish and Explore will provide a pro-rated full refund for the remainder of the camp program.