

Cancellation & Payment Policy

- **Deposits**
 - Deposits are 20% of the total registration fee and are required for registration in a program.
 - Deposits are non-refundable and non-transferable to another program.
 - A Camper's spot is not reserved until the deposit has been paid and all required forms are completed.
- **Payments**
 - Payment in full is due a minimum of 10 business days before the program start date. If payment in full has not been received 10 business days prior to the program start date, you authorize Camp Fire to withdraw the remaining balance using the payment method on file, plus a \$20.00 late fee. This guarantees your camper's participation in the program.
 - If a payment method is not saved on file, or we are unable to withdraw full payment for any reason, and/or the full registration payment has not been made 5 business days prior to the start of the program, your camper's space in the program will be forfeited.
 - Payments cannot be taken in person at the location of the program and must be made via Camp Brain, by phone at 515-274-1501, or in person at the Camp Fire Service Center.
 - We accept cash, check, or credit cards. Our programs also qualify for most flex spending accounts.
 - Returned eCheck payments will be assessed a \$30 returned check fee. Replacement payment must be made for your camper to participate in current or future Camp Fire programs. Future payments must be made via cash or credit card.
- **Refunds and Cancellations**
 - Cancellation requests can be made via an email to campfire@campfireiowa.org or by calling the Camp Fire Service Center at 515-274-1501.
 - Refunds or camp credit, excluding deposits, will be given upon cancellation with at least 10 business days' notice.
 - Cancellations made less than 10 business days in advance will not be refunded, and fees will not be transferred to another program.
 - If your child leaves camp early due to illness or injury, the registration fee may be refunded at a pro-rated rate, or the child may be able to attend a later session. If your child leaves camp early or arrives late due to homesickness, behavior issues, or for any other reason, there will be no refund or pro-rated fees.
 - Special circumstances may be considered on a case-by-case basis with documentation of a positive COVID-19 test, a family medical issue, death in the family, or other circumstances.

- Registration fees already paid will not be refunded in order to use another payment method.
- If Camp Fire finds the need to cancel any program, full refunds will be given.

- **Absences, Late Pick-Up, & Disciplinary Action**
 - If a child is ill or cannot attend camp for any reason, the Camp Fire Service Center should be notified prior to the program's drop-off time at 515-274-1501 or by email at campfire@campfireiowa.org.
 - If a child is not picked up by the program's end time after the first occurrence, a fee of \$15 will be charged. After 15 minutes, if the child is still in the program, a fee of \$1/minute will be added to the fee. The fee will be charged to the camper's account and paid via the payment method on file.

If a camper is suspended from a program during the course of disciplinary action, program fees will not be reimbursed for that program. If a camper is suspended for the remainder of the season, they will not be expected to pay any camp fees for weeks they do not attend.