

## **SMUS Holiday Programs Refund & Cancellation Policies**

SMUS Holiday Programs strive to provide high quality, stimulating, educational programs to keep children active and engaged in a safe and nurturing environment. Before and after care is offered at most camps at our Junior School campus as a convenience for parents with busy schedules. Policies are in place to streamline registration, to ensure that instructor:child ratios are maintained, and to ensure that instructors know who will be in the camp each day. This assists instructors to plan and prepare high quality activities that meet each child's developmental needs.

### **Cancellation Policy**

Cancellations may be made up to 72 hours (3 business days) before the program begins and are subject to a \$20 administration fee. Cancellations made with less than 3 days' notice are subject to a fee equal to 25% of the total tuition fees paid. We regret that we cannot issue refunds for cancellations made after the program has begun. There is no refund available if your child cannot attend camp for any given day. \*Certain exemptions apply in cases of illness or injury. Documentation will be requested.

### **Transfers**

Transfers may be made up to one week prior to the start of a camp program provided there is space available in that program. All transfer requests must be made in writing.

### **Prorated and Drop-In Fees**

Priority is given to students who can attend a full week of camp. We regret that we cannot pro-rate tuition fees until after a camp has started, provided there is space available. Parents are welcome to telephone the office at 250-370-6120 on the afternoon of the last business day before the camp begins to find out if any prorated spots might be available for the following week.

NSF checks are subject to a \$25 fee.