

REFUND POLICY

Ventana Wildlife Society

Our goal is to provide meaningful outdoor experiences for as many participants as possible. To assist us in achieving this goal, we have adopted the following guidelines concerning registration, cancellations and refunds.

REGISTRATION

- You may reserve a space in any of our Summer Camp or After School Programs for your child with a non-refundable \$35 program fee.
- All registrations made within the 2 weeks before a program starts must be paid in full at the time of registration.

CANCELLATIONS

- Up until two weeks before a program's start date, you can receive a full refund (minus \$35 per child program fee) if you decide to cancel your registration.
- If you cancel within the two weeks before the start of a program, *and we are able to fill that vacancy*, a full refund (minus \$35 per child program fee) will be issued.
- If you cancel within the two weeks before the start of a program, *and we are unable to fill that vacancy*, no refund will be issued.

REFUNDS

- It is VWS policy that no refunds will be made in connection with late arrivals, early withdrawals, or participant dismissals due to misconduct (see below).
- Refunds requested in writing, by fax, mail or email, will be considered according to these guidelines.
- Refund requests should be directed to:

Ventana Wildlife Society
19045 Portola Dr. Suite F-1
Salinas, California 93908
Fax (831) 455-2846
info@ventanaws.org

PARTICIPANT MISCONDUCT

Ventana Wildlife Society has a **ZERO TOLERANCE** policy towards any type of violence (hitting, pushing, kicking, verbal assaults, etc.) and will not hesitate to dismiss a child from camp due to violence or other misconduct to maintain a high level safety and comfort of our other participants. Children with discipline issues consistently require our staff to direct their time and energy from the rest of the program - this is unfair to the other children who enrolled to be in a fun, educational and safe environment.

NO REFUNDS WILL BE ISSUED FOR CHILDREN DISMISSED OR WITHDRAWN FROM PROGRAMMING DUE TO BEHAVIORAL ISSUES.