

# Mobile Area Council Refund Policy

Planning and purchasing for events happen long before the event begins and is based on pre-registration. Consequently, refunds are made on a staggered scale as outlined below. This refund policy is applicable to all activities where the Mobile Area Council collects a fee or a deposit. Events include Scouts BSA Summer Camp, Cub Scout Day Camp and Resident Camp, Winter Camp, and other council and district events.

1. Refund requests will only be considered if submitted via the online form <https://forms.gle/7zABsMvQUjuCKVie7> , hand delivery, or regular mail sent to:

Mobile Area Council, Boy Scouts of America  
2587 Government Blvd  
Mobile, AL 36606

2. Refund Guidelines:

a. Any required deposits shall be non-refundable.

- The initial Summer Camp site deposit of \$100 is not refundable.
- All deposits will be credited toward the balance of the fees due.
- All transfer requests must be made in writing at least 14 days prior to all events. Ex: a scout attending camp in place of another.

b. Refund of fees, outside of a deposit, will be granted less the program cost recovery fee according to the following scale:

- Requests received 60 or more days before the event – you will receive 100% of the total event fee, less any non-refundable deposit or Eventbrite fees.
- Requests received 30 or more days before the event – you will receive 80% of the total event fee, less any non-refundable deposit or Eventbrite fees.
- Requests received 14-29 days before the event – you will receive 50% of the total event fee, less any non-refundable deposit or Eventbrite fees.
- Within 13 days of the event, no refunds are made except for special hardship cases such as:
  - Family relocation
  - Summer school related issue
  - Accident, illness, or death in the immediate family
  - Natural disaster

c. For events where you register as a unit, registrations are transferable within the same unit to a Scout or adult leader not currently registered for the activity.

3. No refund requests will be accepted after ten (10) days following the end of the applicable activity.

4. Approved refunds will be processed within thirty (30) days of their receipt in writing and made by check to the original payer for individual registrations or the unit, in care of the reservation contact, for group reservations.

5. If an activity is cancelled or postponed by our council or district and the participant cannot attend on the alternate date, the full fee will be refunded.

6. Refunds or transfers will not be granted for those that register for an event and choose to not attend, arrive late, or depart early.

7. Recognizing that we are here to “help other people at all times,” regardless of the policies set out above, full or partial refunds may be granted for special hardship cases. Special hardship cases may include personal illness or family emergencies.