

# Lang's Horse and Pony Farm's Camp Policies

## Cancellation Policy:

The camp fee includes a per session/per person non-refundable/non-transferable \$100 deposit portion. Should the need to cancel a reservation occur, the deposit may **not** be applied as credit to any future program, activity, or to another camper.

For any cancellation received NO LATER than 30 days (one month) prior to the camp session's start date, the camp fee will be refunded, minus the non-refundable \$100 deposit portion. In order to provide the highest quality program, we must plan well in advance based on confirmed reservations. For that reason, after the one month deadline OR for new registrations received within the one month deadline, no refunds will be issued for cancellations. Please do not ask us to make an exception for you.

**Gift Certificates:** Please mail any Gift Certificates to our farm office after paying your deposit online. Do not pay in full if you are wanting to use a Gift Certificate. NO refunds will be issued for any Gift Certificates applied AFTER balance is paid off.

To Summarize:

- The \$100 deposit portion of the camp fee is Non-Refundable AT ALL TIMES.
- If your cancellation is received no later than 30 days (one month) prior to the session's start date, you will be eligible for a refund of any additional payment over and above the deposit portion of the camp fee, which is non-refundable at all times.
- If your cancellation is received within the 30 day period (30 days prior to the start date), the full camp tuition payment is non-refundable.
- If a camper/person leaves early or arrives late for any reason, there will be no full or partial refunds issued. Please do not ask us to make an exception.

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## Refund Policy for Campers After Check-In:

It is our stated intention that no camper ever be sent home from camp. Every effort will be made to help each camper comply with all camp rules, policies, procedures and civil decorum. We believe that the vast majority of campers will be better served if we are able to work together to resolve any negative behavioral issues that arise. However, once a camp begins there will be no refund if a camper is asked to leave for disciplinary reasons. As such, all campers are expected to follow the direction of the camp staff at all times for their own safety and the safety of the other campers, staff and animals. If, after following disciplinary protocol, it becomes apparent to camp leadership that a camper is ultimately unwilling to do this, he/she will be isolated for safety reasons and the parent/guardian or most readily available designated contact person will be called to arrange to pick up the camper.

For campers who leave camp due to health-related issues or injury, no refund will be given.

If your camper is not enjoying themselves at camp please speak with their camp director. We will always try our best to accommodate campers needs and to make campers feel heard. However if your child chooses not to finish their week of camp, no refund will be give.

No refund will be given due to conflicts in family schedules or any other scheduling or timing issues.

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## Late Payment Policy:

Any balances not paid 30 days prior to the start of camp will result in 1 phone call from our office staff. If Payment is not received within 24 hours from that time, your spot will be forfeited and given to the next camper on the waiting list. There will be no refund of the deposit or any other payments made.

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## Session Change Policy:

You can change sessions within the same Summer Camp Season as long as we have availability in the session and the camper is eligible. There is a \$25 office fee to change camp dates.

If you want to switch to a full session, you are welcome to join the waiting list while still maintaining your spot in your original session. However only one confirmed spot may be saved at a time.

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## Release of Liability:

A "CAMPER RELEASE OF LIABILITY" for the current year is due by Feb. 1st 2023. Please make sure forms are dated for the year your child will attend camp. (ie. Campers attending camp the summer of 2023 need Release form dated 2023. Our insurance carrier requires us to have the hard copy of the signed release form in our files. Faxed and emailed forms are not accepted. A release of Liability for a camper under 18 years old, may only be signed by a parent or legal guardian.

Any adults attending Parent and Child will also need to fill out and mail in a Release of Liability Form.

Even if you also filled out a release form for a riding lesson or trail ride at Lang's, you will still need to fill out a "CAMPER RELEASE OF LIABILITY" for your camp file.

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## Camp closure/ pandemic/ natural disaster/ unforeseen circumstances policy:

In the event that **we** must cancel a session (or all sessions) of camp for any reason we will do our very best to refund campers tuition and deposit or transfer payments to the following year. In the event of a Camp closure, pandemic, natural disaster, or other unforeseen circumstances refunds may take quite some time to process.