

The Secret Garden Retreat

Summer Camp Refund & Transfer Policy

We understand that plans can change. The following policy outlines refunds and transfers for summer camp registrations at The Secret Garden Retreat.

1. Cancellations With More Than 4 Weeks' Notice

- If payment has been made in full, **80% will be refunded**.
- 20% of the payment is held for administrative and processing fees

2. Transfers With More Than 4 Weeks' Notice

- **100% of the total payment may be transferred** to another available week of camp within the same season (subject to availability).
- Transfers are non-refundable once processed.

3. Cancellations With Less Than 4 Weeks' Notice but More Than 2 Weeks' Notice

- **50% of the total payment is refundable.**

4. Cancellations With Less Than 2 Weeks' Notice

- **No refunds will be issued** UNLESS you have a doctor's note for a medical emergency

5. Camp Cancellation Due to Extenuating Circumstances

If **The Secret Garden Retreat** must cancel a camp session due to extenuating circumstances (e.g., weather events, safety concerns, or circumstances beyond our control), families may choose one of the following options:

- **Transfer 100% of the payment** to another available week of camp, or
- **Receive a full refund of the total payment.**

Additional Notes

- Refunds will be issued using the original method of payment.
- Processing fees are non-refundable.
- All cancellation and transfer requests must be submitted in writing.

