NATURE CENTER AT SHAKER LAKES

Outdoor Adventure Camp Cancellation Policy

All cancellations incur a fee of 20% of the cost of the session. "Cost" is defined as the total amount the purchaser is responsible for paying (camp fee minus the membership discount and/or financial aid). Cancellations made after a certain date will not be refunded at all.

> **Spring Break Camp:** Cancellations must be made by **March 1, 2027 at 11:59pm** to receive a refund minus a 20% cancellation fee. Any cancellation made after March 1st will not be refunded.
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> **Summer Camp**: Cancellations must be made by **April 30, 2027 at 11:59pm** to receive a refund, minus a 20% cancellation fee. Any cancellation made after April 30th will not be refunded.

All cancellation requests must be made in writing, by emailing the camp manager at hunter@shakerlakes.org

Note - Registrations made after the cancellation deadlines or families who are waitlisted and accept an open spot are subject to the same cancellation policy.

Transfer Policy

If you are interested in transferring your camper's registration to a different week, a $35 administrative fee will be charged in addition to the cost of the week or day. The ability to transfer is dependent on camp availability.

If the Nature Center Team cancels a camp session:

The Nature Center reserves the right to cancel a camp session. Potential scenarios include, but are not limited to, low registration, illness impacting staffing, power outage, emergency scenarios, etc. In these cases, a prorated refund will be issued to families reflecting the total days cancelled and the cancellation fee will be waived. If the entire week is cancelled, families may choose to transfer to another session instead of being refunded (provided an open spot is available). In this case, the transfer fee would be waived.

If your camper is dismissed from a camp session:

All participants and their parents/guardians must agree to the behavior expectations listed during registration. Dismissal may occur if your camper's behavior is unsafe or if your camper consistently fails to follow camp behavioral expectations. No refunds are given if a camper is dismissed due to safety or behavior concerns.