



The Friends of Camp El-O-Win

Camp Lodging Cancellation Policy:

Campers may cancel and request a refund minus processing fees. An email or written notification must be received 3 days prior to the first day of arrival. You forfeit the total price of the reservation if you cancel within 3 days of arrival.

Camp Program Deposits, Payments, Cancellation and Refund Policy:

Deposits: 20% of the total balance due will be charged at the time of booking. Deposits are non-refundable.

Payment of Fees: The remaining balance for camp programs are due two weeks before the opening day of the camp event. The total camp fee may be paid at any time prior, including at the time of registration. Online payments may be made by credit card. Payments may also be made by check payable to Camp El-O-Win (mailed to 6533 N. Bungalow Lane, Fresno 93704). A \$35 service fee will be charged to all returned checks.

NOTE: A camper will be cancelled from a program if payment is not received by the two-week due date.

Cancellations: To cancel a registration and receive a refund of the registration fees paid less the deposit, an email or written notification must be received two weeks prior to the first day of the camping event.

Refund Policy:

- ❖ **Full refund:** If your selected camp event is full and no alternative can be found or if the campership amount requested is not fully granted, the total amount of the camp fee paid will be refunded.
- ❖ **Partial refund:** The balance of the camp fee, less the deposit and processing fee, will be refunded ONLY IF:
 - Family plans change and the camper can no longer attend. In this case written notification must be received two weeks before the opening date of the confirmed camp program.
 - The camper cannot attend due to illness or injury. A letter from a physician must accompany the refund request.
 - The camper is sent home due to illness or injury occurring at camp. Refunds are prorated in such cases and will not be made for less than half the camp session. Refunds will be granted only at the written request of the parent /guardian.
- ❖ Refunds will NOT be issued if the camper does not attend the camp program or leaves early for any other reason. Requests for refunds must be made in writing within seven days of the last day of the event.

Friends of Camp El-O-Win contact information:

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