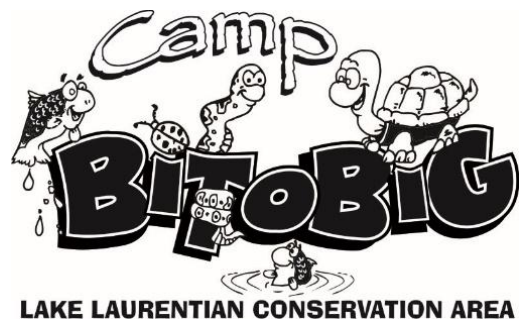


Camp Bitobig – Cancellation Policy



Refunds are available only if the camper spot(s) can be filled (options to fill the spot include using the wait list, re-posting publicly, or if the family has a replacement camper) and under the following circumstances:

Cancellation requests must be submitted in writing to ndca@conservationsudbury.ca and received no less than three business days before the first day of your camper's week and will be subject to a service charge of \$30. A refund for the remainder of the registration fee will only be issued if a replacement camper can be found by the administrative deadline.

Late cancellation requests will not be refunded. Cancellations due to family or medical emergencies will be considered on a case-by-case basis. A medical certificate may be requested to substantiate a request for refund due to medical circumstances. Cancellations due to unforeseen circumstances will still be subject to the service charge of \$30.

If a child cannot attend camp due to symptoms or isolation requirements of COVID-19 as directed by the Ontario School and Child Care Screening tool (<https://www.ontario.ca/school-screening/>) then a refund for the day(s) missed will be provided.