

REFUND/CREDIT POLICY

In the event that YMCA Camp Santa Maria is unable to operate due to the COVID-19 pandemic, a refund of your paid fees, minus the \$150 deposit will be issued. The \$150 deposit will be processed as a credit on your Y account and may be used on any program offered by the YMCA of Northern Colorado for a full year. Outside of a YMCA Camp Santa Maria closure, your refund policy is:

Starting	REFUND		CREDIT
	YMCA Retains	Customer Receives	Customer Receives
Sept 1	25%	75%	100%
Feb 1	50%	50%	100%
April 1	75%	25%	50%
May 1	90%	10%	50%
30 days prior to arrival	100%	0%	25%

CAMP CANCEL

Refunds or credits will be authorized based on date of cancellation. You can use the chart above to calculate your refund or credit amount. Credits issued will be valid to use on any Y programs for 1 year.

EXCEPTIONS

Exceptions to the policies can only be made by the YMCA Executive Director of Resident Camp. Exception requests may be granted when extenuating circumstances arise. Requests are accepted in writing on the back of this form with attached documentation (For example: doctor's note for broken leg, written documentation of involuntary job loss from HR department). This may take up to two weeks to process.

CONTACT

For questions, contact adminscsm@ymcanoco.org.