



Refund and Cancellation Policy

In the event you need to cancel a registration, please refer to the following protocols and contact our administrative team: admin.la@biocitizen.org and registration.la@biocitizen.org.

Cancellation Options

We offer options depending on the nature of the cancellation:

1. **Session Swap** – Depending on availability, we can attempt to offer you a spot in another week. If able to do this, we will not deduct anything from your registration costs. If we are unable to offer you a session swap, then the standard cancellation options apply. See below for the other options.
2. **Camp Credit** – apply your program credit to a future date (associated deductions from the below tables)
3. **Cancel + Refund** – If you wish to cancel completely, we will refund according to the tables below (associated deductions apply)

Extenuating Circumstances -that qualify as medical/emergency

We understand that at times campers may not be able to attend camp due to unforeseen hardships:

- Severe Unexpected Medical Condition
- Death in the immediate/nuclear family
- Severe Unexpected Financial Hardship
- Testing Positive for COVID-19 – 14 days prior to program start



Summer 2022 Cancellation Policy

You cancel due to -	Scenario	Timeline	Credit/Refund
Covid/Medical Emergency	If your student cannot attend camp due to testing positive, being exposed to someone symptomatic or positive, or otherwise medical emergency we offer the following credit/refund.	Mar 1st	100% Credit or 100% refund
Non-medical	You wish to cancel your enrollment based on a non-medical emergency	Mar 2nd - Apr 31st	100% Credit / 70% refund
Non-medical		May 1st - 30th	80% Credit or 40% refund
Non-medical		June 1st - Program Start Date	25% Credit or Week Swap (see below)
Session Swap		Depending on availability, we can attempt to offer you a spot in another week. If able to do this, we will not deduct anything from your registration costs. See below for details.	



General Programs Cancellation Policy

You cancel due to -	Scenario	Timeline	Credit/Refund
Covid/Medical Emergency	If your student cannot attend camp due to testing positive, being exposed to someone symptomatic or positive, or otherwise medical emergency we offer the following credit/refund.	7-14 days prior to camp start	100% Credit or 75% refund
Non-medical	You wish to cancel your enrollment based on a non-emergency	< 7 days from program start	70% Credit / No refund
Non-medical		8-14 days or prior from program start	100% Credit / 75% refund
Non-medical		1 month or more from program start	Full refund or 100% Credit



Biocitizen initiated cancellations

Biocitizen cancels due to -	Scenario	Timeline	Credit/Refund
Weather	Due to the unpredictable nature of the environment, we may cancel camp on short notice for safety reasons. Examples include but not limited to; fire, extreme heat, flooding, or other uncontrollable natural disasters. In this case Biocitizen communicate with a minimum of 24-hours notice when possible.	24-hour minimum notice	100% Camp Credit or 85% refund
Student removed from program for non-medical reason	Per directive of lead educator the presence of dangerous, unsafe, or unacceptable behaviors at program has resulted in the removal of your student removed from the program	Lead educator will reach out to family/parent to pick-up child and remove them from the program for the duration of the session	NO REFUND
Low Enrollment	If a specified program fails to hit it's minimum # of enrollment to proceed	48-hour to 72-hour minimum notice	100% Camp Credit or 100% refund



Refund Process

All refund requests **must be received in writing**, sent via email to our administrative team.

Please allow up to 10 business days for your refund to be processed. Refunds are typically issued in the same form of payment as the original payment. Credits will be allotted back to your ACTIVE account for future use.

If you have any questions or concerns, feel free to reach out to our administrative team: admin_LA@biocitizen.org and registration.la@biocitizen.org.