

Public Program Policies
Updated 1-27-16

Summer Camp

- Cancellations made at least 10 days before the start of the camp will receive a refund except for a \$25 cancellation fee.
- Cancellations made within 10 days of the camp will receive no refund; this includes unforeseen circumstances.
- Changes to reservations (e.g. switching camps) will incur a \$15 service fee per camp.
- Camp cancellations and changes will not be honored over the weekends or without talking to Client Services. Client Services is available Monday–Friday, 8:30 a.m.–4:30 p.m.

Spring and Winter Camp

- Cancellations made at least 10 days before the start of the camp will receive a refund except for a \$15 cancellation fee.
- Cancellations made within 10 days of the camp will receive no refund; this includes unforeseen circumstances.
- Camp cancellations and changes will not be honored over the weekends or without talking to Client Services. Client Services is available Monday–Friday, 8:30 a.m.–4:30 p.m.

Saturday Science Club for Girls

- Cancellations made within 10 days of the program will receive no refund; this includes unforeseen circumstances.
- Cancellations at least 10 days before the program will receive a full refund.
- Program cancellations and changes will not be honored over the weekends or without talking to Client Services. Client Services is available Monday–Friday, 8:30 a.m. – 4:30 p.m.

Young Scientists

- Cancellations made at least 10 days before the start of the program will receive a refund except for a \$15 cancellation fee.
- Cancellations made within 10 days of the program will receive no refund; this includes unforeseen circumstances.
- Cancellations and changes will not be honored over the weekends or without talking to Client Services. Client Services is available Monday–Friday, 8:30 a.m.–4:30 p.m.

Scout Programs

Troop leaders will authorize a charge to their credit card upon registration in the case of a cancellation within 2 weeks of the scheduled program. A fee of \$25 will be charged if the Scout program is cancelled 2 weeks before the program start date or if the scout group is a “no show” on the day of a program.