

**Pennsylvania Dutch Council, BSA
Council Events Refund Policy**

For units or individuals who request refunds:

Due to commitments made by the council for the purchasing of program supplies, food and recognition items refund amounts are dependent on the time of submission and reason for refund. All requests shall be sent to the Pennsylvania Dutch Council, BSA Service Center. All requests must include Scout's name, unit number, date of event, reason for refund and documentation to support the refund request. No refund requests will be accepted after ten (10) business days of the event. This policy does not apply toward long term camps (summer camp), high adventure activities, Jamborees or Order of the Arrow activities.

Requests for full refunds will only be accepted for medical illness or injury to the Scout or medical illness, injury, or death of an immediate family member. All requests for refunds for these reasons must be submitted in writing within ten (10) business days following the activity.

Partial refund requests for all other reasons will be issued based on the date of submission and must be made in writing to the Council Service Center prior to the dates below:

<u>Refund request made by:</u>	<u>Amount to be refunded:</u>
30 days in advance of event	100% of the amount paid
15 days in advance of event	75% of the amount paid
7 days in advance of event	50% of the amount paid
Less than 7 days in advance	No Refund

Regardless of the policies set forth above, full or partial refunds may be granted for special hardship cases. Special hardship case refunds will be promptly considered and decided by the Council's Program Director and/or Council Vice President of Program.

If the Council cancels or postpones an activity:

If the Council or District cancels or postpones an activity and the participants cannot attend the alternate date a full refund will be issued.

Refund Process:

Approved refunds will be processed within thirty (30) days of the receipt in writing and made either by check or placed into the unit's store account, at the consumer's request. Checks will be made payable to the original payee or to the unit, for group reservations.

Fees may not be transferred between events.

Requests for refunds should be submitted to the appropriate executive covering the activity to:

Pennsylvania Dutch Council, BSA Attn. (Appropriate District Executive) 630 Janet Avenue, Suite B114 Lancaster, PA 17601	or by e-mail with refund information
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