

Is (resident) summer camp happening?

At this moment in time it is very much our hope that we will be able to run our overnight summer programs mostly likely with some modifications. Of course, the situation may continue to evolve if the shelter in place is extended/modified and as Public Health/ The American Camp Association provide more clarity for resident based programs. We are sending out emails every two weeks or so with updates.

Will you be charging our balance on June 3rd ?

We will not be charging the remaining balances on June 3rd unless we are confident we will be able to run summer camp. It is our hope to have more information in the coming days.

I want to cancel my program what is the cancellation fee:

If the YMCA initiates the cancellation of a program you can choose to donate your paid amount to support our community support programs, transfer to a future program, maintain a credit on your account, or request a full refund. These options are available to anyone who is actively registered for the program at the time of cancellation.

If you choose to cancel for any reason, our refund policy is listed below:

Family Camp:

Fees are nonrefundable and non-transferable. Payment in full is required at time of registration. We will refund program fees for cancellations made 30 days prior to the start of the session (less a 25% cancellation fee) or in the event of illness or injury verified by a physician's statement.

Summer Payment and Refund Information:

Deposit: A deposit of \$150 must accompany your registration for each session and is applied to the total camp fee. Deposits are not refundable and not transferable. In case of homesickness, dismissal for behavior, or voluntary withdrawal, there is no refund of any fees. We will refund program fees, minus the deposit, for cancellations made at least 30 days prior to the start of the session or in the event of illness or injury verified by a physician's statements.

Full refunds will be given on a case by case basis with inclusion of a licensed physician's note. Fees cannot be transferred to future years or to campers outside of the immediate family. All cancellations must be made in writing.

When will you decide if you are running resident camp?

We are working to get clarity from Public Health around resident based camps; there has been some instruction around day camp/childcare but not any guidance for resident camp. Once we have that information we will be assessing if we, at our specific camp, can provide a camp experience that is both safe and fun for our campers. We understand that children and young people have had many challenges and changes during this time and it is our goal to run our programs and give campers the opportunity to participate in camp.

How to get a refund for my child who did not get to attend Camp Campbell's Outdoor Science School this spring?

Families need to connect with their school; we do not process payments for individual students but for the school as a whole.

Where is my refund?

We are working to process refunds as quickly as possible because of the shelter in place we have limited staff working fewer hours and there is a small delay in getting these refunds out. We appreciate your patience.