

Is overnight summer camp happening?

We have made the difficult decision to cancel the overnight camps occurring in June. Camp Families who are actively registered for June start date resident camps have been emailed with cancellation options. If your child is registered for a June start date and you did not receive our email please email us at redwoods@ymcasv.org.

At this time we are optimistic that our overnight camps starting in July and August will be able to run. For overnight camps starting in July and August we are working with Santa Cruz County Public Health, Centers for Disease Control, YMCA of the USA, and the American Camp Association to develop policies and procedures that follow Public Health guidelines.

Will you be charging our balance on June 3rd?

We will not be charging the remaining balances on June 3rd for July and August overnight camps. We will not charge any balance due until we are sure we will be able to run those camps. We will send out confirmation emails to parents prior to charging their balance.

Are the June Family Camps running?

At this time we have made the difficult decision to cancel our June Family Camp programs. Camp families who are actively registered for June Family Camp programs have been emailed with cancellation options. If you are registered for a June Family Camp and you did not receive our email please email us at redwoods@ymcasv.org.

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 overnight camp?

We are working to get clarity from Public Health around overnight based camps; there has been some instruction around day camp/childcare but not any guidance for overnight 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. We will decide on July camps on June 15th and August camps on July 13th.

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 delay in getting these refunds out. We appreciate your patience as refunds can take up to four weeks to be processed.