



## **Camp Rescheduling / Waitlist / Cancellation Policies**

In the rare event that you need to reschedule or cancel your child's camp registration, please see the Garden's policies below.

### **Camp Rescheduling**

Camp registrations are booked on a first-come, first-served basis through our online registration portal. We honor camp rescheduling requests as long as there is registration availability remaining for the requested camp. Camp rescheduling requests can be made over the phone at 256-830-4447 ext. 270 or via email to [education@hsvbg.org](mailto:education@hsvbg.org).

### **Camp Registration Waitlists**

Our website is updated on a regular basis to indicate which camps are full. When a camp becomes fully booked, you can submit a request to us in writing to add your child to a waitlist for that camp. Individuals on the waitlist will be contacted via phone and email in the order in which they were added if a spot becomes available. Once the first individual is contacted, we will hold the spot for up to 24 hours so they can complete their child's registration and submit payment. If we do not hear back or do not receive payment within that timeframe, we will reach out to the next individual on the waitlist. Please send all camp waitlist requests in writing as soon as possible to [education@hsvbg.org](mailto:education@hsvbg.org).

### **Cancellation with Full Refund**

We honor camp cancellations with a full refund if a request is sent to us in writing 14 days or more before a child's first scheduled day of camp. Please send all camp cancellation requests to [education@hsvbg.org](mailto:education@hsvbg.org) no less than 14 days before your child's first scheduled day of camp to receive a full refund.

### **Cancellation with Program Credit**

We honor camp cancellations with a full camp program credit if a request is sent to us in writing 13 days or less before a child's first scheduled day of camp. When issued, you can apply this full camp credit for a future program taking place later that summer or in the following fall, spring or summer season. Camp registration credits will not be honored if they are redeemed more than a year following the initial cancellation. All individuals requesting to redeem a camp program credit are subject to the same waitlist policy guidelines in the event that their alternatively selected camp program is already fully booked. If you unexpectedly need to cancel your child's camp registration 13 days or less before they attend their first day of camp, send this request in writing as soon as possible to [education@hsvbg.org](mailto:education@hsvbg.org).