

## CYL Camp Cancellation Policy

### How to Cancel

To request a cancellation, please contact:

Hayden Tugwood  
CYL Administration Coordinator  
Email: [htugwood@ontario.coop](mailto:htugwood@ontario.coop)

Cancellations must be submitted in writing via email.

### Refund and Cancellation Terms

Situation	Refund Eligibility	Notes
Program Cancellation (e.g., low registration or unforeseen circumstances)	Full refund.	You will be notified as soon as possible.
30+ Days Before Camp Start (non-illness)	Refund of parent/guardian payment, minus the non-refundable administration fee.	For sponsored campers, see additional information below.
14–30 Days Before Camp Start (Non-illness)	Partial refund may be possible if the spot can be filled with a waitlist.	Refunds are not guaranteed at this stage.
14 Days or Less Before Camp Start (Non-illness)	No refund.	Program planning and staffing are finalized.
Illness / Medical Withdrawal	Refund of parent/guardian payment, minus the non-refundable administration fee.	Medical documentation must be received within 7 days of cancellation. For sponsored campers, see additional information below.
Early Departure from camp (for any reason)	No refund.	Parents/guardians are responsible for transportation home.

**Non-Refundable Administration Fee**

A \$100 administration fee applies to all cancellations not caused by CYL program closure, including medical withdrawals, to cover planning and administrative costs.

**CYL Sponsored Participants**

For campers sponsored by a co-operative, credit union, or community organization:

1. No refunds are issued to sponsors once sponsorship billing has been finalized.
2. If a camper cannot attend, the sponsor is responsible for finding an alternate camper or contacting the CYL Director for assistance.
3. Sponsors must clearly communicate their own reimbursement or cost-sharing policies to parents/guardians.
4. No refunds are issued in cases of early departure, program dismissal, or conduct-related removal. Parents/guardians are responsible for transportation.

**Why This Policy Exists**

CYL is a small, community-focused leadership program. Once campers are confirmed, staffing, meals, supplies, and activity plans are arranged in advance. This policy ensures fairness and keeps the program affordable and sustainable for all participants.