

# Wymbin Camp Policies

These policies apply to all camps hosted through Wymbin including: KINDer Camps, Camp Wymbin, and Makers Camps. By registering for a camp with us, you agree to these policies & terms.

## Cancellation & Refund Policy

All cancellation requests must be submitted **at least 2 weeks** prior to the camp/lesson start date.

**Cancellations less than 2 weeks from the start date are not eligible for credit or refund.** Refunds are subject to a \$50 cancellation/administration fee **per registration**. Credits on account will be for the full value of the camp/lessons.

- REFUND CLARIFICATION EXAMPLE: If you require a refund, there is a \$50 administrative fee per registration (meaning per child, and per week). For example, if you have two children registered in the same week, this counts as two registrations (2 x \$50), or if you have one child registered for two weeks, you also have two registrations (2 x \$50).
- COVID-19 Update - In the event of a program cancellation initiated by Wymbin, full credits or refunds to the original form of payment will be provided without any fees.

Please note that credit notes will expire 12 months from the date of issue. This credit note can be used within your family towards any of our programs offered. Once a credit is issued to you, it cannot be converted to a refund.

There are no credits or refunds for missed days due to changed work or vacation schedules, sick days, or other non-emergency reasons.

We recognize that extenuating circumstances exist. For cancellations due to medical illnesses, or for any other compassionate reason, please apply in writing to [hello@wymbin.com](mailto:hello@wymbin.com) (no more than 14 days after the end of the program) for a potential credit. If the reason is medical or illness please include official documentation.

## Drop-Off & Pick-Up Policy

- Full Day Camps: Drop-off is between 8:00 - 9:00am and pick-up is between 4:00 - 5:00pm.
- For drop-off & pick-up outside of these hours, please make arrangements with our team so that teachers can coordinate camp activities appropriately.
- If you are more than 10 minutes late to pick up your child, please note you will automatically be charged \$1 by the minute, due at time of pick up.

The logo for Wymbin, featuring the word "Wymbin" in a stylized, handwritten-style font.