



MarineQuest Summer Program Cancellation & Refund Policy

This policy applies to the following programs:

**Coast Trek – Surf-n-Science – TechnOcean Jr - Ocean Trek - Shore Shots - ArtSea – Ocean Lab
Sea Shots – Ocean CheMystery – Dive Hawks – MQ Jr. Scientific Diver - TechnOcean - O.C.E.A.N.S.
(Including Gulf Stream) – Oceans 17**

To ensure that our programs are of the highest quality, we plan, schedule, and commit to paying for food, housing, transportation, and recreational activities months before summer begins. Families typically book their programs months in advance. Therefore, last minute cancellations are particularly difficult for us to fill since most students have already made other arrangements for the summer. Consequently, we cannot provide refunds if you cancel any time after 4 weeks prior to the start day of your summer session and can only provide a 50% refund if you cancel anytime between 8 and 4 weeks prior to the start date of your summer session. Any cancellations that take place prior to 8 weeks before the start date of your program will be charged a \$100 processing fee. If you need to change dates (and space is available in another session during the current summer) there is also a \$50 processing fee.

Policy States:

No refunds will be given within 4 weeks prior to start date of your summer program.

50% refunds will be given 8-4 weeks prior to start date of the program (50% cancellation fee).

\$100 processing fee for any cancellations made prior to 8 weeks before start date of the program.

\$50 processing fee for any changes in dates.

**Given extreme extenuating circumstances, MarineQuest will consider a petition for a potential refund.*

All cancellation requests must be made in writing or by phone with a confirmation e-mail.

Mail

MarineQuest Summer Programs
UNCW Public Service Box # 5614
601 South College Road
Wilmington, NC 28403-5614

Fax

910.962.3096

Questions

Call us at 910.962.2640