



## **MarineQuest Summer Programs Cancellation & Refund Policy**

This policy applies to the following camps:

**Coastal Challengers, Coast Trek, Ecosystem Engineers, Science Olympiad by the Sea, Sea GEMS, Sea Jewels, Sea LAB, Sea Mates, Sea Sports Science, Shark Trek, Shore Shots, Surf-n-Science Groms, Surf-n-Service, TECHNOcean, Turtle Trek, Ocean CHEMystery, Oceans of Change, Ocean Lab**

To ensure that our camps are of the highest quality, we plan, schedule, and commit to paying for food, housing, transportation, and recreational activities months before summer camp begins. Families typically book their camp months in advance. Therefore, last minute cancellations are particularly difficult for us to fill since most campers have already made other arrangements for the summer. Consequently, we cannot provide refunds if you cancel any time after 8 weeks prior to the start day of your camp session and can only provide a 50% refund (based on the program's total tuition cost) if you cancel anytime between 12 and 8 weeks prior to the start date of your camp session. Any cancellations that take place prior to 12 weeks before the start date of your camp session will be charged a **\$150** processing fee. If you need to change dates (and space is available in another session during the current summer) there is a \$50 processing fee.

**We strongly encourage you to purchase travelers or summer camp insurance to protect your investment.**

### **Policy States:**

No refunds will be given within 8 weeks prior to start date of your camp session.

50% refunds (based on the program's total tuition cost) will be given up until 12-8 weeks prior to start date of camp (50% cancellation fee).

**\$150** processing fee for any cancellations made prior to 12 weeks before start date of camp.

\$50 processing fee for any changes in dates.

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

### **Mail**

UNCW Youth Programs  
MarineQuest Summer Programs  
601 S College Rd  
Box 5630  
Wilmington, NC 28403-5630

### **Fax**

910-962-2939

### **Questions**

Call us at 910-962-3195