



## MarineQuest Summer Programs Cancellation & Refund Policy

This policy applies to the following camps:

**Coast Trek, Ecosystem Explorations, Sea GEMS, Sea LAB, Sea Sports Science, Shark Trek, Surf-n-Science Groms, Surf-n-Service, TECHNOcean Engineers, 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 within 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. The program reserves the right to cancel a camp session in the unlikelyhood of low enrollment. If the data suggests a cancellation, you will be contacted by a program representative 8 weeks prior to the start of the camp date.

**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.

MarineQuest reserves the right to cancel a camp session in the unlikelyhood of low enrollment. In this case, you will be notified at least 8 weeks in advance by MarineQuest staff.

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