



## MarineQuest Summer Programs Cancellation & Refund Policy

This policy applies to the following camps:

**Dive Hawks, O.C.E.A.N.S., Oceans-17, Sea Shots, Underwater Ichthyologist**

To ensure that our programs are of the highest quality, we plan, schedule, and commit to paying for staff, food, housing, transportation, and recreational activities months before summer begins. Families typically book their summer 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 8 weeks prior to the start date of your camp session and can only provide a 50% refund (based on the program's total tuition cost) if you cancel any time between 12-8 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 **\$300** 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).

**\$300** 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