



MarineQuest Summer Programs Cancellation & Refund Policy

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Policy States:

- Cancellations made prior to April 17th (8 weeks from opening of camp season on June 12th), will receive a refund minus processing fee of 15%.
- Cancellations made on or after April 17th through May 15th (4 weeks from opening of camp season on June 12th), will receive a 50% refund.
- Cancellations made after May 15th, will receive no refund.

To ensure that our camps are of the highest quality, we plan, schedule, and commit to paying for staff, supplies 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.

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 4 weeks prior to the start of the camp date.

We strongly encourage you to secure travelers or summer camp insurance to protect your investment. Make sure the policy covers COVID-19 related illness and/or cancellations.

Emergency Weather Information

In the event of severe weather such as a hurricane, students will be sent home with as much notice as possible. If the Program is cancelled prior to check-in a refund less a processing fee of 15% will be issued. If cancellation occurs after program has started, we will issue an appropriate refund (pro-rated) that takes into account the activities already completed. *This is based on the unpredictability of severe weather.*

To seek information about severe weather on campus, you can find UNCW alerts at: <https://sites.google.com/site/uncwalert/> . You should also check the main www.uncw.edu website homepage for more information. MarineQuest will always contact parents in the event of an emergency.

***Please note under normal weather conditions we operate rain or shine. HOWEVER, some activities may be rescheduled or cancelled due to safety concerns.

Emergency COVID-19 Information

If camp is cancelled before your camp starts due to COVID-19, families will receive a refund less processing fee of 15%. If it occurs once camp has started, no refunds will be issued. *This is based on the predictability of the potential for COVID-19 this season.*

All cancellation requests must be made in writing by fax, mail, or e-mail.

Mail

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

Fax

910-962-4000

Email

marinequest@uncw.edu

Questions

Call 910-962-2939

