

SOUTH TEXAS COUNCIL ACTIVITY AND EVENT REFUND POLICIES

Unless otherwise stated in writing in a flyer, brochure, or other promotional piece for a specific event, activity, camp program or product the below stated refund policies shall be in effect:

Event or Activity Fees — Indoor

(University of Scouting, banquets, indoor trainings, etc.)

Prepaid event or activity fees for an indoor event/activity are refundable in full if the request is received in writing at the Scout Service Center more than 30 days prior to the start of the event/activity. Event or Activity fees for an indoor event are also fully refundable if the Council cancels the event/activity.

Refund request received at the Scout Service Center 30 days or less before the start of the event or activity and more than 72 hours before the participant's scheduled arrival will be refunded 75% of the paid fee. No fees will be refunded less than 72 hours of the start of any event or activity. All event or activity fees collected on-site are non-refundable.

If an event or activity is restricted to a limited number of participants, and the event/activity is sold out and there is a waiting list of approved applicants, then the prepaid event or activity fee will be refunded, or transferable to another qualified, Council approved participant.

All Refunds will be made in the form of a check within 30 days of the cancellation of the indoor event/activity.

Event or Activity Fees — Outdoor

(Camp-o-rees, Cub Scout Family Campouts, Day Camp, Webelos Winter Camp, Cub Scout Resident Camp, Venture Camporee/shooting sports, outdoor trainings, etc.)

Prepaid event or activity fees for an outdoor event/activity are refundable in full if the request is received in writing at the Scout Service Center more than 30 days prior to the start of the event/activity. Event or Activity fees for an outdoor event are also full refundable if the Council cancels the event/activity.

Refund request received at the Scout Service Center 30 days or less before the start of the event or activity and more than 72 hours before the participant's scheduled arrival will be refunded 75% of the paid fee. No fees will be refunded less than 72 hours of the start of any event or activity. All event or activity fees collected on-site are non-refundable.

If an event or activity is restricted to a limited number of participants, and the event/activity is sold out and there is a waiting list of approved applicants, then the prepaid event or activity fee will be refunded, or transferable to another qualified, Council approved participant.

If an outdoor event or activity must be cancelled due to weather, and a weather make-up date was provided in the event/activity promotional materials, the inability to attend on the weather make-up date is not justification for a refund. If a weather make-up date is offered after the cancellation of an event/activity, then at the participant's choice they may either attend the make-up event/activity or receive a full refund.

All Refunds will be made in the form of a check within 30 days of the cancellation of the outdoor event/activity.

Weather Related Event Cancellations

- No event will be cancelled due to temperature considerations alone. However, the Council will make provisions for the health & safety of participants in the event of extreme cold or heat.
- No event will be canceled due to thunderstorms or the threat of thunderstorms. Thunderstorms are usually short in duration. Portions of events or activities may need to be postponed, rescheduled, or canceled during an actual thunderstorm or severe weather event, but seldom will an entire event be canceled due to severe weather.
- No camping related Scout BSA or Venturing event or activity will be canceled due to the rain or the threat of rain. Participants need to come prepared for the possible weather conditions.
- **Cub Scout Family Camping Programs (only):** Cub Scout Family Camping Programs are planned and designed around the abilities of young, novice campers. If 12 hours before the start time of a Cub Scout Family Camping event the official National Weather Service is predicting a continuous rain event for more than 6 hours of any daylight portion of the Cub Scout Family Camping event, then the event start time will be postponed 24 hours. If the start time is not able to be postponed 24 hours due to a national holiday, school day or the continuation of the rain event then the event will be cancelled. Additional Note: You are not required to “campout” to participate in a Cub Scout Family Camping program. If you feel the conditions are too extreme for your family, you are always welcome to come out for just the evening portion of the program and/or just the daytime activities.

If an Event or Activity is Cancelled due to an extreme weather event, we will attempt to get the information out to participants by phone, by e-mail, by posting a notice on our council website (www.southtexasbsa.org), and through the local media.

Resident Camping Fees

(Scouts BSA Summer Camp, Scouts BSA Winter Camp, NYLT, etc.)

Refunds of prepaid camp fees will be made by check to the participant’s unit or the individual who paid the fee as follows:

- Written refund requests received at the Scout Service Center more than 30 days before the first day of the camp will be refunded in their entirety less 25% of the camp fee.
- Written refund requests received at the Scout Service Center 30 days or less before the first day of the camp and more than 7 days before the participant’s scheduled arrival at camp will be refunded in their entirety less 50%.
- No refunds will be granted less than 7 days before the participant’s arrival at camp.

Written refund requests will be granted, unquestioned, according to the guidelines outlined above. Prepaid camp fees may be transferred to another Scout within the same Scouting unit without a penalty. This refund policy is being enacted to provide the maximum flexibility to Scouts and their families while protecting the council’s pre-paid camp expenses based on the unit’s reservation numbers.

Exceptions to this Policy

Scout Shop Merchandise: The Holloway Scout Shop is owned and operated by the National Council of the Boy Scouts of America, not the South Texas Council, BSA. Please consult the Scout Shop Manager for details regarding their refund policies.

Order of the Arrow Event/Activities: The Order of the Arrow sets their own refund policies separate from those of the South Texas Council, Boy Scouts of America. Please consult the Lodge Chief and Lodge Adviser for information about their refund policies.

National Events, Activities and Facilities as part of a South Texas Council Coordinated

Program: Refunds for National Events, Activities and Facilities as a part of a South Texas Council coordinated program will be refunded as follows:

- If the event/activity/facility has a maximum participation limit, and there is a waiting list of Council approved participants, then with the consent of the adult volunteer in charge of the council contingent and the professional staff advisor, you may sell your slot to a pre-approved participant from the official waiting list.
- If the event/activity/facility is not sold out, refunds will be granted less any amount pre-committed, or spent by the council on your behalf, based upon your commitment to participate in this national event/activity/facility.

National Events, Activities and Facilities: Refunds for national events, activities and facilities that you register for directly with the National Council, BSA are between you and the National Council, BSA in Irving, TX. The National Council usually publishes an event's refund policy in that event's promotional materials. The refund policy for national events can change dramatically from one event to the next. Please read and understand that event's refund policy before paying any fees.

National Registration Fees: All National Registration Fees are non-refundable except upon the death of the registered member when the remaining monthly prorated portion of the registration fee will be refunded, if requested in writing with appropriate documentation, from the date of the request through the remaining unexpired registration period.

Boys' Life Magazine: Please contact the Boys' Life Magazine Circulation Department at 972-580-2000 for issues related to this magazine.

Philosophy on Refund Policies

In its refund policies, the South Texas Council, Boy Scouts of America strives to achieve a balance between the consumer's expectations; providing quality customer service; and protecting the assets of the organization. The Council operates its events, activities and camps with a minimum margin to keep the costs within the reach of every Scouting family. Most events have up front costs and overhead (site reservation fees, patches, food, medical insurance, program supplies, etc.) that are purchased in advance of an activity in expectation of your participation based on prepaid reservations and past participation levels.

Even though you may not be able to participate in an event or activity in which you prepaid due to a family situation or choose not to participate due to the weather forecast, this does not change the fact that the Council purchased goods and services on your behalf in expectation of your participation.

The Council's other option would be to begin including large profit margins in each event or activity fee to help cover the losses in those events that are rained out or not held for various reasons beyond the Council's control.

If you have comments, suggestions or questions regarding these refund policies, please direct them to the Scout Service Center, care of the Scout Executive.