



## Camper Cancellation, Refund, & Early Departure Policy

Effective Date: March 1, 2026

### Purpose

This policy establishes clear, consistent, and fair practices for cancellations, refunds, early departures, and dismissals. It supports program sustainability, protects camper and staff safety, and ensures compliance with state funding requirements.

### 1) General (Applies to All Campers)

- Cancellations must be submitted in writing (email is acceptable).
- The cancellation date is the date MHKC receives the written notice.
- The Meal & Activity Fee is non-refundable in all cases (see Section 6).

### 2) Private Pay Campers

- More than 30 days before the campers enrolled first day of camp: Refund of tuition minus the non-refundable Meal & Activity Fee.
- Within 30 days of the first day of camp: No refund is issued.

### 3) State-Funded Campers (ODDS/Medicaid, Brokerages, Agencies)

MHKC may only bill for services rendered. If a camper cancels prior to arrival or does not attend, no billing occurs. The Meal & Activity Fee remains non-refundable, as program costs are incurred in advance.

### 4) Same-Day Cancellations / No-Shows

- Private Pay: No refund. Meal & Activity Fee is retained.
- State-Funded: No billing. Meal & Activity Fee is retained.

### 5) Medical or Emergency Exceptions (Requests)

MHKC may consider exceptions to the above refund rules for documented situations such as hospitalization, significant medical emergencies, unexpected behavioral or support needs, or family emergencies. Each request is reviewed individually by the Operations and Executive Director and must be submitted in writing.

### 6) Meal & Activity Fee (All Campers)

The Meal & Activity Fee is non-refundable. It offsets pre-purchased, program-specific costs such as program supplies and adaptive equipment, food and special activities, and program preparation and materials.

### 7) Early Departure from Camp (Family Choice)

If a camper leaves their enrolled week early by family choice, and the departure is not due to a significant medical emergency, an acute behavioral or support need that camp staff determine cannot be safely accommodated, or a camp-initiated safety or health decision, the family will be charged \$232.25 for each remaining day of their enrolled program.

For example, a camper leaving at the Friday BBQ will incur an **Early Departure Charge** of \$232.25. Because early departures create an unfillable space and result in significant program cost impact, families will be billed accordingly and will not be eligible for the First Lottery round for the next program they apply to.



### **8) Dismissal From Camp (Illness, Behavior, or Safety Concern)**

Dismissal decisions follow the criteria outlined in MHKC's Eligibility Standards are made only when the camper's health and safety cannot be maintained within our scope of services.

A camper may be dismissed if they develop: an illness that prevents safe participation for themselves and others; a communicable condition that could impact the health of the camp community (e.g., cold, flu, RSV, COVID-19, GI illness, pink eye); a behavioral or support need that cannot be safely accommodated; or any condition that poses a safety risk to the camper, peers, or staff. In these cases, no refund will be issued (Tuition and Meal & Activity Fee). Dismissals occur only when necessary to protect health and safety. Program costs for staffing, food, supplies, and planning are committed for the camper's enrolled program.

### **9) Transfers, Credits, and Rollover Policy**

Rollovers or credits are not offered for future programs. Because all MHKC programs use a lottery-based enrollment system, space in future programs is never guaranteed, and funds cannot be reserved, carried forward, or applied toward programs with unknown availability. For this reason, payments cannot be converted into credit, except in rare and documented circumstances approved under Section 5, and even then, such credit may only be used within the same calendar year and only if space is available in the same program.

A single same-program transfer may be allowed when a camper cancels and wishes to transfer their paid tuition and/or Meal & Activity Fee to another camper who is already enrolled in that exact program. In these cases, families must clearly state the name of the camper who is receiving the transferred spot at the time the request is made. Transfers must occur before the start of the enrolled program and require MHKC approval.

### **10) How to Request a Cancellation or Exception**

Please email [info@mhkc.org](mailto:info@mhkc.org) with: (1) Camper first and last name and enrolled program dates; (2) Your request (cancellation or exception); (3) Brief reason and any supporting documentation. MHKC will respond in writing within 5–7 business days.

### **11) Definitions**

- First Lottery: Early selection for applicants who complete all required paperwork on time, including those waitlisted the previous year who met the same requirements.
- Family Choice Early Departure: An early pick-up initiated by the family/guardian that is not due to a camp-initiated safety decision or significant medical/behavioral need.
- Meal & Activity Fee: A non-refundable fee used to cover program-specific, pre-purchased program costs.

### **12) Communication & Acceptance**

This policy is posted on the MHKC website and included in all enrollment materials. By submitting an application and accepting an enrollment offer, families acknowledge, understand, and agree to comply with all terms outlined in this policy.