

**Ascendigo Autism Services**  
**Cancellation/Refund Policy**

*We are thrilled that you are joining us for the 2022 Summer Camp. Please keep in mind, we are still living in the age of COVID-19. The local health department has not yet given us final guidance on protocols & requirements for the upcoming summer. These protocols could include anything from daily temperature taking, to proof of a negative test. We will keep you updated as we learn more. Thanks for your cooperation and understanding.*

*\*\*Ascendigo encourages all families to purchase trip insurance for their travels. \*\**

*I understand and agree to the Ascendigo refund policies, as follows:*

**Deposit:**

I understand that to reserve a spot at camp, I must complete the online registration process to the point where I have made a payment of 50% of the total cost of services that I have selected. If I choose not to provide the 50% payment by credit card, I may send the funds to Ascendigo by other means to Ascendigo's administrative office at:

*Ascendigo Autism Services  
818 Industry Place  
Carbondale, CO 81623*

However, I understand that neither my spots nor selected sports will be held until Ascendigo receives the funds for the 50% payment, and the services registration is subsequently completed.

**Cancellations:**

Cancellation requests can be submitted via email to [ibustamante@ascendigo.org](mailto:ibustamante@ascendigo.org). The amount of refund paid by Ascendigo will be based on when the cancellation request is received relative to the registered start date:

- If the request is received prior to May 1<sup>st</sup>, 2022, a full refund will be paid.
- If the request is received after May 1<sup>st</sup>, 2022, but is more than 30 days before the scheduled start date, the family will receive a full refund or credit **minus** a \$250 cancellation fee. *Ascendigo reserved the right to waive the cancellation fee in the event of an adequate medical or circumstantial reason.*
- **If the request is received less than 30 days prior to the start date, no refund will be given except** in the event of a documented health issue (such as COVID-19), signed by a doctor who is not a member of the family. If all requirements for a documented health concern are met, the family will receive a **credit** in the full amount they have paid.
  - *Any credits awarded for a future camp must be used within one-year after the date of the refund request. If the credit is not used in the one-year period, the credit amount will be applied to the Ascendigo Scholarship Fund.*

**Program Cancellation:**

It is extremely unlikely that Ascendigo would need to cancel the program this summer, but if for any reason that did occur, Ascendigo would offer full credit for future sessions or full refunds based on the customer's preferences.

If cancellation happens mid- camp session, Ascendigo will award **prorated** credits or refunds to families attending that session.

Families who were scheduled to attend after the cancellation will receive full refunds or credits.

**Change in Session Dates:**

The session date requested in the online registration may be transferred to a different session date within the same season, **only if an opening is available. A \$50 transfer fee will be charged.**

**Withdrawals:**

No refunds will be given for early withdrawals unless there is a serious medical illness with a written letter from a doctor, at which point a prorated credit amount will be awarded.

**Form Completion:**

I accept and agree that I must complete all forms and waivers required by Ascendigo, following my initial registration & at least 3 weeks (21 days) prior to the beginning of the camper's session. I understand that Ascendigo will not accept camper under its care without the completion of these forms, including the medical form signed by a physician. We are legally required to collect these documents to remain in good standing with our status as a Colorado Child Care Provider. No refunds will be given for failing to have required paperwork upon camper arrival.

**Additional Supports:**

Ascendigo recognizes that behavioral challenges are common in people with ASD and will do everything possible to ensure a positive experience for all campers. However, I understand that Ascendigo reserves the right to add additional support staff at the family's expense to ensure safety and success for all campers and staff.