



## 2023 Cancellation and Refund Policy

We are thrilled that you are joining us for Ascendigo Summer Camp 2023. 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 COVID test. We will update you as we learn more and approach your camp dates. Thanks for your cooperation and understanding.

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

**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 equivalent to 35% of the total cost of services that I have selected. If I choose not to provide the 35% payment by credit card, I may send the funds to Ascendigo by check 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 35% payment, and the services registration is subsequently completed. We encourage you to use a credit or debit card to secure your preferred space.

### **Cancellations:**

Cancellation requests must be submitted via email to [clong@ascendigo.org](mailto:clong@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. See the chart below:

Date of Cancellation Request		Proximity to Camper Start Date	Refund Eligibility
Before March 31 <sup>st</sup>		N/A	Yes, Full Refund
After March 31 <sup>st</sup>	&	45 or more days before scheduled start date	Yes, full refund minus \$250 cancellation fee
After March 31 <sup>st</sup>	&	Less than 45 days prior to scheduled start date	No Refund*

*\*Ascendigo will provide a credit for the amount paid in the case of documented medical health issue (such as Covid-19). To be eligible, the family must provide a written (non-family member) doctors note explaining the health issue to [clong@ascendigo.org](mailto:clong@ascendigo.org). All credits must be used within one year. After one year, the credit will be placed in Ascendigo's Scholarship Fund and can no longer be used by the family.*

### **Program Cancellation:**

In the unlikely event Ascendigo cancels the program this summer, families who have registered but not yet attended will receive a credit in the full amount they have paid. If cancellation happens mid-session, Ascendigo will award prorated credits for future use. All

credits in the event of program cancellation will be valid for two-years from the cancellation announcement.

### **Session Transfers:**

Families may request to transfer camp weeks by contacting [clong@ascendigo.org](mailto:clong@ascendigo.org). If there is space available in the preferred session, a \$50 transfer fee will be charged. If there is no space available in the preferred session, a transfer will not be allowed.

### **Withdrawals:**

No refunds will be given for early withdrawals unless there is a serious medical illness with a written letter from a non-family member 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. 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 adequately complete all required paperwork.

### **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.