

Circle Ten Council Refund & Cancellation Policy

In order to make the best use of Council resources and to communicate more clearly with our volunteers, all Council and District events will adhere to the following refund policy. This information should be included on the website, any promotional literature, and sign-up forms.

1. All refund requests must be submitted in writing or by email within 5 days of the start of the event to:

Accounting – Refund Request or Lynette.Hendricks@Scouting.org
8605 Harry Hines Blvd
Dallas, TX 75235

2. Refund requests for Summer Camp fees will be processed according to the current Camp Leaders' Guide.
3. Refund requests for Philmont or other high adventure trek, or for Jamboree will be considered only if a replacement Scout is found.
4. Fees for Wood Badge training may be transferred to another Wood Badge course one time. If the participant cannot attend the second course, fees will be refunded less \$75
5. For all other events – a service charge of 10% (minimum of \$5.00) will be assessed to cover administrative fees.
6. Refund requests will be considered for accident, illness, or death in the immediate family, or due to family relocation. Fees will not be refunded due to the participant's required attendance at summer school, Saturday school, or other school activity. **No refund requests will be accepted more than 5 calendar days following the start of an activity (postmark date or email send date).**
7. Refund requests must include:
 - a. Name and date of the event
 - b. Name, telephone, email, and address of the person requesting refund
 - c. Name, telephone, email and address of the person or unit that made the payment, if different from item (b)
 - d. Unit number
 - e. Receipt or confirmation number, if available
 - f. Date and method of payment (online, in person, mailed in)
 - g. Reason for request
8. Refunds will be made by check to the person or unit that made the original payment and will be processed within 30 days of receiving the request.

Updated 4/1/2015