

Refund & Payment Policy of the Green Mountain Council

Passed by the Executive Committee: December 17, 2009

Statement

The Green Mountain Council provides Council programs, High Adventure Camps and other Camping Experiences to the Scouts and Leaders in its area. These opportunities require Council staff to send deposits to the sponsoring camp, acquire needed supplies and produce mailings to campers and others so the Council sponsored experiences are rewarding and safe for the scouts and leaders in our Council.

Fees are usually paid in advance of the event to ensure the Council can provide the best service to the scouts the following refund policies are hereby adopted.

Event Fees

Event fees are non-refundable except as permitted by this Policy. No refunds will be allowed after 30 days. Any refund request shall be in writing and filed with the Green Mountain Council Service Center within 30 days of the event establishing the following:

1. The registered participant at the time of the event had an illness or medical condition which prevented participation. The refund request shall be supported by a statement signed by a doctor or qualified health care professional.
2. The death of parent, grandparent, brother, sister or household member. The Council will consider other tragedies, which may affect the participant, on a case-by-case basis.
3. Refund Process:
 - A. Only the Staff Adviser for the event may authorize a refund for a Council/District sponsored event.
 - B. The refund, if permitted, shall be computed by deducting from the money paid by or on behalf of the participant any contractual agreements, plus the deposit to yield a net refund.
 - C. For an event requiring an event fee but not a deposit any refund will be subject to the requirements applying to deposits. The net refund is computed by deducting from the paid event fee a service fee of \$2.00 to yield the net refund.
4. Deposits

The following will apply for any deposit made for a Council sponsored program:

 - A. Deposits are not refundable and become the property of the Green Mountain Council. Any cancellation once the deposit has been sent to the Council will be forfeited.

B. Deposits may be transferred to another participant who takes the entire slot for that event.

5. Waiting Lists

At times the Council maintains a waiting list. If the participant is not selected to attend the event all waiting list money will be refunded at 100%, including deposit money.

6. Cancellation by the Council

If the Green Mountain Council or National Boy Scouts of America or any agency that has contracted with the Council cancels an event, the Council will issue a full 100% refund (including any Deposit Money).

7. Application

These policies apply only to the Green Mountain Council, Boy Scouts of America its Committees and Districts. This policy does not apply to Charter Partners or Individual Units (Packs, Troops, Crews, Post or Groups) of the Council for their activities.

8. Appeal Process

An appeal of the Refund Policy, shall be made to the Council Refund Committee through the Scout Executive. This Committee is chaired by the Vice President of Program and includes the Council Program Committee Chairs. The Refund Committee will receive written refund request appeals, review them at its quarterly meetings and issue a prompt, written decision.

9. Payment Policy

Any payment returned to the Green Mountain Council by a financial institution or web site provider will be subject to any extra incurred fees, costs, penalties, assessments or fines associated with the transaction.

10. National Council Refund Policies: For certain events, such as National Jamboree and Philmont treks, refunds may be governed in whole or in part by policies established by the National Council. In those cases, the National policy will govern to the extent applicable, as supplemented by the GMC refund policy.