

Program Refund Policy of the Sioux Council

Version: March 16, 2020 *(Approved by Program Cabinet, Passed by Executive Committee)*

Statement:

The Sioux 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 convenient for the Scouts and leaders in our Council.

Fees are usually paid in advance of the event and to ensure the Council can provide the best service to the Scouts, the following refund policies will apply.

Event Fees

Event fees are final except in circumstances where a refund may be granted. Refunds may be given only if the following circumstances are brought to the Council's attention not later than 15 days after the event. No Refunds will be allowed after 15 days.

1. The registered participant has an illness preventing participation in the event and has a signed statement from a Medical Doctor or Healthcare Practitioner. The written order must be provided to the Council.
2. In the event of the death of an immediate family member (parent, grandparent, brother, sister or anyone living in the house with the participant). The Council will consider other deaths, which may affect the participant, on a case-by-case basis.
3. Only the Program Cabinet through its Staff Advisor may authorize a refund for a Council or District sponsored event.
4. Any refund of monies for the event is then based on the money paid to the Council minus any contractual agreements and the deposit for the event. The remaining money is refundable as long as the participant meets the above requirements. Any money that has been sent to another agency or company is considered issued and not refundable.
5. Any event that does not have a deposit, but has an event fee, will be assessed a 25% service charge before any refund is issued. All remaining money is refundable. Again, the participant must meet the above requirements.

Deposits

Deposits are non-refundable. The following will apply for any deposit made for a Council sponsored program.

1. Deposits are not refundable. Any cancellation once the deposit has been sent to the Council will be forfeited.
2. Deposits may be transferable to another participant that takes the entire slot for that event.

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.

Cancellation by the Council

If the Sioux 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).

Applies

These policies only affect the Sioux Council, Boy Scouts of America, its' Committees and Districts. This policy is not transferable to any Charter Partners or Individual Units (Packs, Troops, Crews, Posts or Groups) of the Council.

Appeal Process

An appeal of the original refund decision can be made to the Program Cabinet within 15 days. This Cabinet is chaired by the Vice President of Program and includes the Council Program Committee Chairs. The Program Cabinet will meet at a regularly scheduled meeting to review any requests.

Making the request for refund or appealing the refund decision:

All requests are to be in writing and emailed or mailed to the office.

Address: Sioux Council, BSA
Attn: Program Cabinet
800 N. West Ave.
Sioux Falls, SD 57104

Email: Sioux.Council@Scouting.org
RE: Refund Request for Program Cabinet