

PRCC Camp Payment, Cancellation and Change Policy

Effective immediately, the PRCC has implemented the following policy regarding cancellations and changes for all our camps, including Holiday Camps, March Break Camps, Summer Camps, and PD Day Camps:

Cancellation and Change Policy:

- **Single-Day Camps:** No cancellations or changes are permitted within 7 days prior to the scheduled camp day.
- **Full-Week Camps:** No cancellations or changes are permitted within 7 days prior to the start date of the camp week.
- **Payment:** Full payment will be **taken for the day(s) registered** as per the confirmation of enrollment.
- **Attendance:** Once the date for changes/cancellations has passed, if parents wish to opt out of confirmed days, they may do so by contacting Childcare Team Lead - once opted out, those spaces may be provided to those on the waitlist.

Payments:

Payments must be made 7 days prior to any camp.

- Current registered parents who are provided with early registration via a Google Form must arrange payment with the front desk upon confirmation of enrollment by our Senior Manager.
- Public registrations that are made through the front desk either by calling or in person at time registration is open to the public (if available) must pay the camp registration fee at time of registration.
- Registrations on our system with no payment applied will receive a call on Wednesday evenings reminding parents to make payment (which can be done at that time over the phone, or coming by in person). Follow up phone calls will be made every Sunday regarding registrations with continued non-payment.

Loss of Registration:

- Payment for camps must be made no later than one week prior to the date of camp (Example: April 30 Inservice Day Camp - payment must be made no later than April 23). As a result of no payment 7 days prior to camp - with reminder phone calls, registration will be cancelled and spots for the camp will be provided to those on the waitlist.

Reasoning Behind This Policy:

Our staffing and resource planning are directly based on the number of registered participants. Last-minute cancellations or changes can disrupt our staffing schedules and may prevent children on waitlists from attending. This policy ensures that we maintain a safe and well-prepared environment for all campers.

Acknowledgment:

We appreciate the understanding and support of parents and the community as we implement this policy to enhance the quality and reliability of our camp programs.



Dustin Boudreau - Senior Manager

Date