

Cancellations and Refunds

Effective for registrations opening on or after October 4, 2021

In Person Program Events or Training Cancellations (Except Camp; see separate policy for day and residential camps):

We understand things happen and you may need to cancel a council event or training session. Many council events and adult training sessions have waiting lists. If you find that you can no longer attend an event or training session, please notify the council as early as possible. Prompt notification allows time for girls and adults who may be on a waiting list the opportunity to participate in an event. Please note that some of our events have a non-refundable deposit that is required at registration as noted in the event description online. In addition, some events may have other non-refundable costs. GSNCCP provides a partial refund with adequate notice of the cancellation. Non-refundable deposit and partial refund amounts are shown online for each event.

- If cancellation notice is received at least 15 days prior to the event start date, a full refund, less any nonrefundable deposit and other costs, will be made back to the original form of payment. For example, for an event on March 10th, the cancellation notice must be received by February 23rd.
- If cancellations are received less than 15 days in advance of the event start date, with the exception of illness or family emergencies, a partial refund, less any nonrefundable deposit and other costs will be made back to the original form of payment. For example, for an event on March 10th, a cancellation notice received on February 24th or later would be eligible for a partial refund, less the nonrefundable deposit and other costs.
- Merchandise included with a registration is not eligible for a refund once it has been shipped.
- If a registrant has a family emergency or is sick, a written refund request must be made no later than 10 business days after the event start date to receive a full refund, less any nonrefundable deposit and other costs.
- All refunds will be reduced by any nonrefundable deposit and other costs, including any fees paid to outside providers, and the cost of badges, supplies, or other items shipped to the registrant, including postage.
- The council will provide a full refund if an activity is cancelled due to insufficient registrations, acts of nature, or other reasons beyond its control.
- Many council activities are held rain or shine, please know that registrants choosing not to attend because of the weather will not be eligible for a refund within 15 days of the event start date.
- The council will provide a full refund to registrants on a waitlist who are not placed in an activity.
- Email cancellation and refund requests to our Customer Care team at helpdesk@nccoastalpines.org.

On-Line/Blended Program Events and Training Cancellations:

Due to the effects of COVID 19 and state and local regulations requiring social distancing, many of our programs have transitioned to on-line, virtual events. If you have registered for one of these events and need to cancel your registration, the following guidelines apply:

- If cancellation notice is received prior to the event start date, a refund, less any nonrefundable deposit and other costs, will be made back to the original form of payment. For example, for an event on March 10th, the cancellation notice must be received by March 9th.
- All refunds will be reduced by any nonrefundable deposit and other costs, including any fees paid to outside providers, and the cost of badges, supplies, or other items shipped to the registrant, including postage.
- The council will provide a full refund if an activity is cancelled due to insufficient registrations, acts of nature, or other reasons beyond its control.
- The council will provide a full refund to registrants on a waitlist and not placed in an activity.
- Email cancellation and refund requests to our Customer Care team at helpdesk@nccoastalpines.org.

Camp Site Reservation Cancellations:

Many troops and service areas reserve a camp site for a troop campout or a large camporee. If you find that you can no longer use the facilities you have reserved, please notify the council as early as possible. Prompt notification allows other troops or groups to use the camps.

- If written cancellation notice is received at least 2 months prior to the reservation start date, a refund for the full amount of fees paid will be made.
- If written cancellation notice is received between two (2) months and thirty (30) days prior to the reservation start date, a refund for half (1/2) of the reservation fees will be made OR all funds can be transferred to a new reservation.
- No refunds or transfers will be made if cancellations are received less than thirty (30) days prior to the reservation start date.
- The council will provide a full refund if a registration is cancelled due to extenuating circumstances, acts of nature, or other reasons beyond its control.
- Email cancellation and refund requests to helpdesk@nccoastalpines.org.

Girl Scout Membership Fees:

Girl Scout membership fees are non-refundable.