



Mt. Diablo Silverado Council Refund Policy

Effective January 1, 2019 The Mt. Diablo Silverado Council will implement a refund policy to ensure our Scouts receive high quality programs and activities. Many of the costs associated with activities rely upon an outlay of funds many weeks and months prior to events. In order to maintain the most cost effective and positive program impact; activity, camping and event refunds of 100% cannot be given. Refunds will now be considered based upon the following criteria and timeline.

Time until event	Percentage refund
Up to 14 days prior	80% refund
Up to 7 days prior	60% refund
7 days or less	No refund*

*Participants who cancel from an event within 7 days will be considered for up to a 60% refund if the refund request is accompanied by a Doctor's note. Refund requests under these circumstances will not be considered if not received at the Council Service Center more than 14 days after the start of the event.