



GOLDEN GATE AREA COUNCIL BOY SCOUTS OF AMERICA

Golden Gate Area Council Refund Policy

Effective January 1, 2021 The Golden Gate Area 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. 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 [*]

⁺ Refunds related to Council cancelled or rescheduled events due to COVID-19 will be given at 100%. Refunds related to customer decisions on COVID precautions will be honored according to existing refund policy. COVID positive refunds will be honored at 100%.

^{*} 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.