

Natchez Trace Council, BSA

Events & Activities Refund Policy

Note: We can only process refund requests for activities/camps in our council, the Natchez Trace Council, serving the 22 counties of Northeast Mississippi. If you registered for an activity/camp located in another council, please contact that council's office.

This policy is applicable to all activities, camping reservation and facility rentals where the Natchez Trace Council collects a fee or deposit. Example events include Cub or Scouts BSA Resident Camp, Cub Scout Day Camps, Camporees, Webelos Woods, Spook-A-Ree, Family Camp, Winter Camp. *Events that require significant pre-planning like advanced training for youth (NYLT) or adults (Wood Badge) have different policies (see below).*

For council / district activities and camp reservations and rentals:

1. Refund Requests must be made in writing.
 - Refund requests will be considered for personal illness, family emergencies, military orders or job relocation.
 - All individual refunds are to be requested in writing no later than one week after the end of an event, and can be sent by mail, email or fax.

Natchez Trace Council, BSA
505 Air Park Rd
Tupelo, MS38801
(662) 842-2871 voice
(662) 842-2875 FAX
NatchezTrace@Scouting.org
 - Refund requests must include the following:
 - a. Event Name and Event Date
 - b. Name, telephone, email and address of person requesting refund.
 - c. Unit type and number.
 - d. Receipt of confirmation number, if available.
 - e. Reason for refund request.
 - Fees may be applied to another individual attending the same event, camp or activity if arranged prior to the event.
 - Fees cannot be rolled-over to a camp, event or activity to occur at a later time.
2. Any required deposits are non-refundable.
3. Refund of fees, outside of a deposit, will be processed on a sliding scale:

Pro-rated Cancellation Sliding Refund Scale

 - 30 days or more – 100% Refund, less \$5 cancellation fee and any non-refundable deposit. Any reason.
 - 15–29 days – 50% Refund, less \$5 cancellation fee and any non-refundable deposit. Any reason.
 - 14 days or less – No Refunds. In the event of a documented medical reason (doctor's note required) or a death in the immediate family we will consider a 50% refund of the total event fee less any non-refundable deposit.
4. For national events where our council is organizing groups to participate:

- a. Deposits are not refundable
 - b. All other fees will be refunded if:
 - i. A replacement participant signs up
 - ii. Fees due to date are collected from the replacement participant
 - c. If no replacement participant is found:
 - i. National event fees that are refundable will be refunded
 - ii. Other fees that have been collected and paid to vendors (example: tour operators) will be refunded if they are refundable from the vendor.
5. No refund requests will be accepted after a week (7 days) following the end of the applicable activity.
 6. Approved refunds will be processed within thirty (30) days of their receipt in writing and made either by check or by credit card reversal, at the discretion of our council staff, to the original payer for individual registrations or the unit, in care of the reservation contact, for group reservations (Summer Camp, Winter Camp, etc).
 7. If an activity is cancelled or postponed by our council or a district and the participant cannot attend on the alternate date, the payer may submit a request for a refund of the full fee.
 8. Recognizing that we are here to “help other people at all times,” regardless of the policies set out above, full or partial refunds may be granted for special hardship cases. Special hardship cases may include personal illness or family emergencies. Special hardship case refunds will be promptly considered and granted or denied by our council Scout Executive.

National Youth Leadership Training (NYLT) and Wood Badge Refund Policy

Planning and purchasing for council-run national advanced leadership training courses happens long before the training begins. The Natchez Trace Council strives to provide the very best training possible including material production, custom program supplies, licensing fees and more. Cancellation reasons such as vacation schedule, summer school and last-minute changes of mind are not acceptable reasons for refunds.

Pro-rated Cancellation Sliding Refund Scale – NYLT and Wood Badge

- 45 days or more – 100% Refund, less \$5 cancellation fee and any non-refundable deposit.
- 31-44 days – 50% Refund, less \$5 cancellation fee and any non-refundable deposit.
- 30 days or less – No Refunds. In the event of a documented medical reason (doctor’s note required) or a death in the immediate family we will consider a 50% refund of the total event fee less any non-refundable deposit.