SUMMER CAMP 2021
CANCELLATION, WITHDRAWAL, REDUCED ENROLLMENT & REFUND POLICIES

Due to COVID-19, HPNC is operating under severe financial constraints. Due to social distancing and sanitation requirements, our programs are operating at reduced capacity, yet the cost of cleaning, sanitation, and supplies has increased. For this reason, our refund policy will be strictly enforced to ensure the viability of Summer Camp for everyone.

I.HPNC CANCELLATIONS

HPNC may cancel classes, sessions, workshops and/or events when enrollment minimums are not reached. In this case, full refunds/credits will be available. HPNC reserves the right to change instructors or class structure, or to discontinue any class without incurring obligations.

HPNC may temporarily suspend programs and close the facility due to inclement weather, COVID exposure, or other emergencies. If HPNC is responsible for cancellation, HPNC may offer a make-up day. If a make-up day is not offered, you may request that prorated fees for cancelled days/programs be credited to your account.

COMMUNICATION: **Please change your email settings to accept notifications from HPNC, as advanced notice of facility closures/program cancellations may not always be possible.** For OST and Athletics & Enrichment Programs, HPNC will send a mass email/text from our enrollment software to all registered families. HPNC will also post notice of cancellation on the HPNC website calendar and HPNC Facebook page.

II.CLIENT WITHDRAWALS/CANCELLATIONS

ADVANCED WRITTEN NOTICE IS REQUIRED FOR ALL CANCELLATIONS AND/OR WITHDRAWALS. Email HPNC at info@hpnclub.org (or your primary HPNC representative) with cancellation notice and to determine eligibility for credit/refund.

- All Registration Fees, Deposits, and Transaction Fees are **NON-REFUNDABLE**.
- Failure to attend does *NOT* constitute an official withdrawal from any course, session, class, workshop, program, activity, and/or rental agreement and will *NOT* be grounds for refund.
- No make-ups or refunds for missed days.
- Additional Withdrawal and/or Cancellation Fees may be assessed (see details by program).
- Cancellations/withdrawals may lead to the reversal of Special Discounts (sibling discount, bundle discount, etc.) and may, therefore, result in a balance due.

- No pauses on account will be granted. (Appeals may be considered on a case-by-case basis for verifiable hardships only.)

- Membership, class-pass, monthly-pass, and season-pass purchases are NON-REFUNDABLE and NON-TRANSFERABLE. Passes may NOT be returned for cash value, nor account credit.

- Any possible credit/refund may take up to 1-week to process.

ENROLLMENT TYPE	**ADDITIONAL PAYMENT & REFUND/CREDIT TERMS**
Full Summer June 28- August 27 *(Closed July 5)* *Full 9-Week Program*	PAYMENT TERMS: • $2,860 program fee, plus $25 registration fee. • Registration fee, plus $250 deposit due upon registration (both are non-refundable). • Remaining balance to be paid by May 28. • Extended payment plans (paid in full by July 30) may be requested for hardship. REFUND/CREDIT TERMS: • **$25 registration Fee and $250 deposit are non-refundable.** • **30+ Days advanced written withdrawal/cancellation *prior to camp start date*** will allow for a credit/refund equal to Program Fee, less registration fee and deposit. • ***At least 14 days advanced written withdrawal/cancellation prior to camp start date*** will allow for partial credit/refund equal to 50% of Program Fee (less registration fee and deposit). • **Less than 14 days written notice** – No refund/no credit. PARTIAL-CREDIT FOR SPECIAL CIRCUMSTANCES: • **Medical Emergency Cancellation/Withdrawal**: In the event of a child's medical condition preventing attendance for *more than* 5 days, written notification of cancellation/withdrawal is required. ***A doctor's note indicating attendance restriction MUST accompany written notification.*** In this instance, you may receive a 50% refund prorated for each day of camp missed *after the initial 5 days.*

Full Summer June 28- August 27 *(Closed July 5)* *Full 9 Week Program* ***Illinois Action for Children***	PAYMENT TERMS: • $75/child per summer Supplemental Fee is due upon registration. • $25/child per summer Registration Fee is due upon registration. • Monthly co-pay is due on the 5th day of each month. REFUND/CREDIT TERMS: • **All payments are FINAL –** No refund/no credit.