

CANCELLATION POLICY

SPY CAMP – MARCH BREAK

2024

CANCELLATION POLICY

Cancellations must be communicated in writing (email) and are subject to administration fees. Cancellations after a certain date will not be eligible for refunds (see below).

NOTE: Please send all cancellation requests to reservations@diefenbunker.ca with subject line Spy Camp [CAMP DATES] Cancellation for [CHILDS NAME].

- **Cancellations between January 12, 2024 and February 18, 2024 will be subject to a \$30.00 administration fee per family.**
- **Cancellation between February 19, 2024 and February 29, 2024 will be subject to a \$75.00 administration fee per family.**
- **After March 1, 2024 there will be no refunds given.**

NO-SHOWS

Individuals or groups that are not present for their booking (first day of camp), without informing the Operations Team in advance of cancellation or rescheduling, will be **deemed a “no-show”** and will not be eligible for a refund.

CLOSURES

The Diefenbunker reserves the right to cancel one or more days of camp due to inclement weather or other unforeseen circumstances. If this occurs, refunds will be issued for the day(s) affected.

LATE ARRIVALS

Please be advised that if your child should arrive late or miss a day of camp, we cannot reduce the fee nor can we promise that your child will receive a full program for that day.

LATE PICKUPS

Children are expected to be picked up by 4:30 p.m. at the latest. If a parent/guardian is going to be late for pickup, they are asked to call the museum to advise the staff. Late pickup will be subject to a late fee of \$25.00 every 15 minutes past 4:30 p.m.

*Program rates are not subject to HST