

DIEFENBUNKER SPY CAMP CANCELLATION POLICY - UPDATED 27/04/2020

Any cancellations or reduction in numbers must be communicated a minimum of **10 days in advance** of the booking (camp start date). Any changes made past the cancellation date will be subject to cancellation fees (see below for prices).

Emergency cancellations are subject to the approval of our Operations Manager. Under all other circumstances, our Operations Manager must be notified in writing (e-mail) **as well as** a phone call 10 days prior to the visit for any changes and/or to cancel the reservation.

A \$50.00 transfer fee will apply to any changes in program date or time once the cancellation date has passed.

No-show

Reservations that do not present for their booking (first day of camp), without informing the Operations Manager in advance of cancellation or rescheduling, will be **deemed a 'no-show' and charged the full registration amount to the credit card on file.**

In the event of Museum closure due to COVID19, **bookings will not be charged the registration rate or cancellation fee.** If applicable, refunds will be given to paid bookings affected.

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.

Spy Camp Registration Rates		Cancellation fees
Full Week - 5 day camp	\$250	\$100
Short Week – 4 day camp	\$200	\$75

*Program rates are not subject to HST