

Cogleap Cancellation & Refund Policy

Cancellation Policy

- All cancellations must be submitted in writing by email to Cogleap. Registration is not considered canceled until written confirmation is provided by Cogleap.
- Cogleap reserves the right to cancel, combine, or modify camp sessions due to low enrollment, staffing needs, facility issues, safety concerns, or circumstances beyond our control. If Cogleap cancels a session, families will be offered either a refund for the canceled portion or the option to transfer to another available session.

Refund Policy

- Cancellations made 14 or more calendar days before the start of the registered camp week will receive a 100% refund.
- Cancellations made within 14 calendar days before the start of the registered camp week will be subject to a 50% tuition charge.
- Cancellations made within 7 calendar days before the start of the registered camp week are 100% non-refundable.
- No refunds, credits, or make-up days will be provided for missed camp days, late arrival, absence due to vacation or scheduling conflicts, or early withdrawal for personal reasons.
- If, after camp begins, a child is determined by our staff to be unable to continue participating safely or appropriately due to behavioral concerns, the child's enrollment may be discontinued. Any refund, if applicable, will be determined on a case-by-case basis at the sole discretion of the camp.

Drop-Off and Pick-Up Policy

- Children must be dropped off and picked up during their registered camp dates and scheduled camp hours.
- Only a parent/guardian or authorized pick-up person listed on this form may pick up a child. Photo ID may be required.
- Children must be picked up promptly at the scheduled end of camp each day.
- A late pick-up fee of \$10 may be charged for every 15 minutes after dismissal.
- If staff are unable to reach a parent/guardian or emergency contact within a reasonable period of time, Cogleap may take additional steps necessary to ensure the child's safety, including contacting local authorities if appropriate.

Cogleap Camp Acknowledgment and Waiver

Please read the content below carefully.

- I understand that participation in camp activities involves ordinary risks, including but not limited to slips, falls, collisions, and outdoor-related risks. I voluntarily allow my child to participate and assume these ordinary risks on behalf of my child.
- I understand that Cogleap may remove my child from camp if safety, behavioral, or conduct concerns cannot be appropriately managed within the camp setting.
- I understand that Cogleap is not a medical provider. In the event of an emergency, Cogleap staff will call 911 first and then contact the parent/guardian and emergency contact listed on this form.
- To the fullest extent permitted by law, I release and hold harmless Cogleap, its owners, directors, employees, contractors, volunteers, and agents from claims arising out of ordinary negligence related to my child's participation in camp activities. This release does not apply to gross negligence, reckless conduct, or intentional misconduct.