



## Refund Policies

In these unusual circumstances, the team at CampBrain has implemented new bulk processing features which we will utilize to quickly refund payments to all camp families. On **Monday, June 15<sup>th</sup>** we will begin processing bulk refunds for all families who have not already cancelled their registrations with us.

Please get in touch with us by **Friday, June 12<sup>th</sup>** to let us know of any alternative arrangements you wish to make (see Alternative Camp Cancellation Options below) or to let us know if the **credit card on file is expired or cancelled** (see Credit Card Processing below).

If you fall into one of the above categories, you may email us at [Camps@THEMUSEUM.ca](mailto:Camps@THEMUSEUM.ca) with specific details, your child(ren)'s names, and the camp(s) they're registered for. Otherwise, you can expect to receive your refund 3-5 business days after June 15<sup>th</sup>.

### Credit Card Processing

If the credit card you used to pay for camp has expired, has been compromised, or has been cancelled we cannot guarantee that the refund will appear on the credit card account if we process it through CampBrain. **If we refund back onto an invalid card, you may need to get in touch with your bank to request that the money be transferred to an accessible account.** To save you time, we are refunding families with expired credit cards through email money transfers. If you wish to receive an email money transfer, please email us and include the preferred email address.

### Alternative Camp Cancellation Options

The following are a list of alternative options for processing your Summer Camp fees:

- **Consider donating your camp registration and receive a tax receipt for any donation of \$10 or greater.** Your donation will be put to work immediately to support our growing organization so that we can continue to awe, inspire, and en-lighten our community.
- **Transfer your registration to a camp credit in CampBrain.** The registration balance will remain on your account and you may apply the credit toward any up-coming camps, including virtual camps.
- **Transfer the value of your Camp registration and become our newest Member!** You can learn more information about our memberships and download the Membership Form [here](#).

