

MONEY BACK GUARANTEE POLICY

Core Value Policy

We promise that your child will have a better understanding of the values of caring, honesty, respect and responsibility. In the event your child does not have a better understanding of these character values, you may request a 100% refund of camp fees paid. Refunds will be issued under the following conditions:

- Refunds must be requested, in writing, no later than September 15, 2010.
- Refunds will be made in the same form and to the person who originally paid for the camp session(s).
- This policy will not extend beyond the summer of 2010 unless first approved by the management of camp.

Loss of Job Policy

YMCA Camp Ockanickon, Inc. would like to assure parents that we will do everything possible to help them provide a quality summer camp experience for their children.

Normally, after May 1, 2010, it is our policy to not offer refunds. Considering the economic climate, some parents may have concerns about committing the dollars necessary for a summer camp investment and then possibly losing their jobs.

In an attempt to relieve this concern, the following will be the policy for the remainder of the summer of 2010.

If a parent loses their job after registering and paying for their child's summer camp session(s) and before the first day of the session for which the camper is enrolled:

- Camp will issue a full refund if the parent needs to cancel a camper's session because of job loss.
- Reimbursement will be made in the same form and to the person who originally paid for the camp session(s).
- Proof of job loss will be required in the form of a verifiable letter on company letterhead from the owner/manager of your place of employment.
- The loss of employment must occur before the child is dropped off at camp for their first day.
- Employment loss after the first day of your child's attendance at camp will not be eligible for a refund.
- This policy will not extend beyond the summer of 2010 unless first approved by the management of camp.

Please feel free to call our office at 609-654-8225 if you have any questions about this policy.