

## **Cancellation and refund policy**

### **PAYMENT**

- Payment should be made within two business days of submitting your application
- Full payment is due two weeks prior to session start date
- Registrations may still be accepted up to three days before camp start date for one week sessions, and seven days for the three week sessions
- Your place is only guaranteed once payment has been received
- We accept bank transfers. Once payment has been made please email a copy of the transfer or deposit slip to [info@icampthailand.com](mailto:info@icampthailand.com)

### **CANCELLATION BY ICAMP THAILAND**

iCamp Thailand reserves the right to cancel or combine sessions with fewer than 12 campers. Full refund will be given if we cancel a session.

There will be no refund for cancellations due to the acts of God, or circumstances beyond iCamp Thailand's control including weather related cancellations. This is unlikely to occur however we will issue credit vouchers for the full amount paid to be used for another session.

### **REFUND POLICY**

We understand that sometimes your plans change and affect whether your child can go to camp. While we want to be as flexible as possible, there are costs that we incur as early on as when a camper books to attend camp.

Cancellation must be received in writing via email to: [info@icampthailand.com](mailto:info@icampthailand.com) Cancellation date will be determined by the date we receive your cancellation request form.

### **ONE WEEK CAMP**

- Cancellation request received by iCamp Thailand more than two weeks of the first day of your selected camp, a refund will be offered less 2,000 administration fee.
- Cancellations received at least three days before but less than two weeks of the first day of your selected camp will receive a credit voucher towards iCamp Thailand scheduled camp sessions.
- Refunds will not be available for cancellation less than three days of the first day of your selected camp, or once the camp has started.
- In the case of medical or family emergencies, credits will be given for future camp sessions.
- There is no charge to move registration to a different session offered within two months.

### **THREE WEEKS CAMP**

- If cancellation occurs more than four weeks before the first day of your selected camp, a refund will be offered less USD 125 administration fee.
- Cancellations received more than two weeks, but less than four weeks of camp start date will receive a credit voucher towards iCamp Thailand scheduled camp sessions, less USD 125.
- Refund will not be available for cancellations less than two weeks of the beginning of camp, or once the camp has started.
- In the case of medical or family emergencies, credits will be given for future camp sessions.
- There is no charge to move registration to a different session offered within two months.