

Cancellation and Refund Policy

Payment

- Payment is required at the time of booking.
- A camp place is **only confirmed and reserved once full payment has been received and successfully processed** by iCamp Thailand.
- Once payment has been received, parents will be sent the registration forms and any additional information required to complete their child's registration.
- Registrations are accepted **subject to availability** and may be accepted up to **3 days** before the start of a one week camp and up to **7 days** before the start of a three week camp.
- iCamp Thailand accepts payment by **international or domestic bank transfer, credit card, debit card, QR payment, and other approved payment methods**.
- For payments made by **bank transfer**, the sender is responsible for all bank charges, intermediary bank fees, currency conversion costs, and exchange rate differences. iCamp Thailand must receive the full camp fee after all deductions.

Cancellation by iCamp Thailand

iCamp Thailand reserves the right to cancel, postpone, reschedule, or combine camp sessions where minimum enrolment numbers are not met or where operational circumstances make this necessary.

If iCamp Thailand cancels a camp session, parents may choose either:

- A full refund of all amounts paid; or
- A transfer to an alternative camp session or a credit voucher for a future camp, subject to availability.

iCamp Thailand shall not be liable for cancellations, interruptions, or changes resulting from events beyond its reasonable control, including but not limited to severe weather, natural disasters, pandemics, government actions, civil unrest, transportation disruptions, power failures, or other Force Majeure events. In such circumstances, cash refunds may not be available; however, wherever reasonably possible, iCamp Thailand will offer a transfer to an alternative camp session or a credit voucher for the full amount paid.

Refund Policy

We understand that circumstances can change and may prevent your child from attending camp. While we aim to be as flexible as possible, iCamp Thailand incurs administrative, staffing, supplier, and payment processing costs from the time a booking is confirmed.

All cancellation requests **must be submitted in writing by email to info@icampthailand.com**.

The effective cancellation date will be the **date and time your email is received** by iCamp Thailand and will be used to determine the applicable refund or credit under this policy.

- **Over 14 days before the first day of the selected camp:** A refund will be issued less a **30% administration fee** and any **non-refundable payment processing, banking, merchant, currency conversion, exchange rate, or other transaction costs** incurred by iCamp Thailand.
- **3 to 14 days before the first day of the selected camp:** Cash refunds are not available. A **credit voucher** will be issued for the amount paid, less any **non-refundable payment processing, banking, merchant, currency conversion, exchange rate, or other transaction costs** incurred by iCamp Thailand. Credit vouchers may be used towards any future scheduled iCamp Thailand camp.
- **Less than 3 days before the first day of the selected camp, or once the camp has commenced:** No refunds or credits will be issued.
- **Medical or family emergencies:** iCamp Thailand may, at its sole discretion, issue a credit voucher for a future scheduled camp. Supporting documentation may be requested.
- **Camp transfers:** Registrations may be transferred to another scheduled camp session within **two months** of the original booking at no additional charge, subject to availability.

Please note: Any payment processing, banking, merchant, currency conversion, exchange rate fluctuations, or other transaction costs incurred by iCamp Thailand in connection with the original payment or any refund are non-refundable and will be deducted from any refund or credit issued.