

# CRESCENTA VALLEY/GLENDALE GIRL SCOUT SERVICE UNIT

## Policy re Refund of Payment

*Effective September 2011*

All events are planned based upon the expectation of a certain number of attendees. Most materials for events must be purchased long before the event occurs. Therefore, issuing a refund can be costly to the organizer of the event.

Although refunds are not favored, under certain circumstances a refund may be given.

1. Should an attendee (girl or adult) not be able to attend the event after submitting his/her registration and payment, payment will only be reimbursed under the following conditions:
  - a. A request for refund is made in writing to the organizer of the event; this can be done via email
  - b. The request for refund is submitted 10 or more calendar days prior to the event.
2. Refunds will be issued within 20 days of the request. The reason for this is that the organizer still has to finalize the event, determine how to supplement the cancellation, run the event, and then reconcile costs after the event. Besides, the organizer needs a moment to breathe once the event has concluded.
3. Refunds will not be issued if requested less than ten (10) calendar days from the event.

**Rule of Thumb:** If more than ten (10) calendar days' notice can be provided, please do so. The more notice, the better. This way, the organizer may not incur unnecessary charges due to the cancellation.