

# Refund Policy

This policy is applicable to all activities where the Middle Tennessee Council collects a fee or a deposit. Example events include: Summer Camp at Boxwell, Cub Scout Day Camps, Council Camporees and Cub Family Camp at Boxwell. Our council refund policy states, “If an activity is cancelled or postponed by our council or a district and the participant cannot attend on the alternate date, the full fee will be refunded.”

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1. Refund requests will only be considered if submitted via the online form below or by regular mail sent to:

Camping and Activities Department  
Middle Tennessee Council, Boy Scouts of America  
P. O. Box 150409  
Nashville, TN 37215

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2. For council/district activities:

- a. Any required deposits shall be non-refundable.
  - b. Refund of fees, outside of a deposit, will be processed on a sliding scale according to the following guidelines:
    - Requests received 30 or more days before the event – you will receive 100% of the total event fee, less a non-refundable deposit, if a replacement is available from a wait list.
    - Requests received 14-29 days before the event – you will receive 50% of the total event fee, less a non-refundable deposit
    - Requests received from 13 days before until the day of the event – you will receive 50% of the total event fee, less a non-refundable deposit, only in the event of medical reasons (with doctor’s verification), a death in the immediate family, or a natural disaster
  - c. For events where you register as a unit, registrations are transferrable within the same unit to a Scout or adult leader not currently registered for the activity.
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3. For national events where our council is organizing groups to participate:

- a. Deposits are not refundable
  - b. All other fees will be refunded if:
    - A replacement participant signs up
    - Fees due to date are collected from the replacement participant
  - c. If no replacement participant is found:
    - National event fees that are refundable will be refunded
    - Other fees that have been collected and paid to vendors (example: tour operators) will be refunded if they are refundable from the vendor
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4. No refund requests will be accepted after ten (10) days following the end of the applicable activity.

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5. Approved refunds will be processed within thirty (30) days of their receipt in writing and made either by check or by credit card reversal, at the discretion of our council staff, to the original payer for individual registrations or the unit, in care of the reservation contact, for group reservations (Summer Camp, Winter Camp, etc.).

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6. If an activity is cancelled or postponed by our council or a district and the participant cannot attend on the alternate date, the payer may ask for:

- refund of the full fee, or
  - a gift card for the full fee paid, which may be applied towards the cost of future events
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7. Recognizing that we are here to “help other people at all times,” regardless of the policies set out above, full or partial refunds may be granted for special hardship cases. Special hardship cases may include personal illness or family emergencies.

*Policy effective 3/31/20*