

Setebaid Services,[®] Inc.
Payment and Refund Policy

PAYMENT

1. A non-refundable deposit must be submitted with a camp or program registration.
2. All camper fees are due by the stated date in the camper information packet; all balances must be paid-in-full prior to the camper/participant being accepted into the camp/program.
3. Payments may be arranged with the Setebaid Services' office, but the entire camp or program fee must be collected prior to the camper's or participant's arrival at the camp or program.
4. All paperwork and payments will be date stamped for the day they are received in the Setebaid Services' office; online registrations and submissions will be recorded at the time and date received according to Setebaid Services' office time (United States Eastern Time). These date stamps may be the only dates used to determine date eligible status as stated below.
5. If all camper/participant's registration forms and payment are received on or prior to the expiration of any coupon or discount certificate and all other qualifiers are met (e.g. no other discounts were used, etc.), as outlined on the coupon or certificate, the coupon or certificate may be accepted. This discount is contingent upon the camper's/participant's participation in the camp/program (e.g. cancellations, withdraws, and those who do not show at a program are not eligible for any discounts).
6. If the camper's/participant's forms and/or payments are not received in the Setebaid Services' office by the stated deadline, the camper/participant may be charged a late fee, as stated in the camper information packet. This late fee shall be treated as a non-refundable fee and must be paid in full prior to the camper/participant attending the program.
7. If a credit card is used for a payment, a Non-refundable Credit Card Fee may be imposed.

REFUNDS *(Note: All refunds described in this policy must be made to the paying party. The paying party shall be defined as the person, group, organization, foundation, or individual who has paid the fee for the camper/participant.)*

1. If a session is full, and the camper/participant decides not to move to another Setebaid Services' session/program, Setebaid Services will refund all fees collected, including the non-refundable deposit. *Note: This usually occurs prior to any processing and any forms of payment may be returned via mail, not processed; credit card information will be destroyed and not processed.*
2. If the camper/participant cancels after Setebaid Services accepts the camper/participant during the refundable period, as stated on the website, in the camper information packet, or on the printed registration form, the refundable portion (camper fee), as stated in the camper information packet or on the printed registration form, may be refunded. The non-refundable fees (e.g. non-refundable deposit, non-refundable credit card fee, etc.) will not be refunded.
3. If the camper/participant cancels after the refundable period, as stated on the website, in the camper information packet or on the printed registration form, there shall be no refund.
4. If the camper/participant is turned away from the camp/program because the staff cannot accept the camper/participant:
 - Due to a medical condition beyond the camp's/program's scope of practice; or,
 - Because the camper/participant has a communicable disease; or
 - Because the staff feels the camper/participant may cause harm to himself/herself, or any other person at the program; or
 - For any other reason where the medical staff, in their professional opinion, does not accept the camper/participant, then,

the paying party may be refunded the refundable camper fee. The non-refundable fees will not be refunded.

5. If there is a death in the immediate family (*Immediate family is to be defined as a parent, sibling, grandparent, or aunt/uncle*) of the camper/participant, the paying party may be refunded a prorated camp fee. The prorated refund shall be calculated based upon the number of days the camper/participant is not at the camp/program. Any portion of a day at the program shall count as a full day at the program. The non-refundable fees are not refundable. The camper fee shall be divided equally by the number of days of the camp/program, and multiplied by the number days the camper/participant will not be in attendance; this shall equal the prorated refund.
6. If the camper/participant does not show up at the camp/program, there shall be no refund.
7. If the camper/participant or the camper's/participant's legal guardian(s) pose a threat to the organization, program, staff, or anyone else who will be at the program (this includes threatening via phone, mail, email or any other correspondence) and is turned away from the program by the staff, there shall be no refund.
8. If the camper/participant departs the camp/program before the end of the camp/program, then the following shall apply to the refund:
 - A. If the camper/participant has an illness and, the program's medical staff recommends the camper/participant be sent home, the refundable portion of the camper fee shall be prorated and the non-used portion shall be refunded to the paying party. (*The prorated refund shall be calculated based upon the number of days the camper/participant is not at the camp/program. Any portion of a day at the program shall count as a full day at the program. To calculate the prorated refund, the camper fee shall be divided equally by the number of days of the camp/program, and multiplied by the number days the camper/participant will not be in attendance; this shall equal the prorated refund.*)
 - B. If the camper/participant has an illness and the program's medical staff states the camper/participant can remain at the camp/program, but the camper's-legal-caregiver/participant elects to withdraw the camper from the camp/program, there shall be no refund.
 - C. If there is an illness or death in the immediate family (*see #5 above for definition of immediate family*) and the camper/participant withdraws (or is withdrawn at the legal caregiver's request), the refundable portion of the camper fee may be prorated and the unused portion may be returned to the paying party. (*The prorated refund shall be calculated as in A above.*)
 - D. If the camper/participant leaves the camp/program early due to homesickness or any other reason the camper/participant desires to return home (and does not qualify for any other refundable reason listed in this policy), there shall be no refund of the fee.
 - E. If the camper/participant is sent home for reasons determined appropriate for the protection of said camper/participant, other campers/participants, the staff, or others, or for breaking established rules, there shall be no refund of the fee.
9. If the camp/program closes early, or shortens the session due to a fire, natural disaster, epidemic, or pandemic beyond the control of Setebaid Services, Inc.:
 - A. During the first half of the program/session, one-half of the refundable portion of the camper fee shall be returned to the paying party.
 - B. During the last half of the program/session, there shall be no refunds.
 - C. If the camp/program closes prior to the opening, the paying party shall be refunded the refundable portion of the camper fee.
10. If the camper/participant arrives late or is not at the camp/program for any period of time, there shall be no refund or discount for the missed time at the camp/program.