

The Feathered Farm Summer Camp Cancellation and Refund Policy

We understand that, at times, cancellations are necessary. The Feathered Farm will make every effort to resolve a cancellation request to your satisfaction. Please understand that staffing and overhead costs are calculated based on participant count and are committed well in advance of the session or event.

1.0 STANDARD CANCELLATION POLICY

Should you need to cancel your registration, The Feathered Farm may offer you an account voucher (credit) of up to the full amount paid to be used with The Feathered Farm for another session or program. A non-refundable deposit may be retained by The Feathered Farm (see schedule below). Account vouchers are maintained on Ticket Tailor and can be applied to your next registration with The Feathered Farm.

TIME OF CANCELLATION

- Prior to March 31, 2024: Account credit of full amount paid or refund of full amount less \$50 administrative fee and any third party processing fees (up to 7% of transaction).
- After March 31, 2024: Complimentary reschedule (pending availability) OR account voucher credit or refund equal to 50% of the total registration fees or the full amount paid (deposit), whichever is less, minus any processing fees (up to 7% of transaction).
- After May 15, 2024: No refunds will be offered for registrations canceled after May 15, 2024. If you wish to cancel your registration for a program after May 15, 2024, you will be eligible for a 50% account voucher credit. Cancellation notice MUST BE RECEIVED A MINIMUM OF 48 HOURS PRIOR TO CAMP WEEK START DATE. If you wish to cancel a registration, it must be done in writing via email to FeatheredFarmNC@gmail.com. If the program participant becomes ill/injured during a program, or is otherwise unable to participate in the full program, please contact The Feathered Farm directly via email to find a suitable reschedule date. NO REFUNDS OR CREDITS WILL BE ISSUED FOR NO-SHOWS.

2.0 CANCELLATION POLICY IN EXTENUATING CIRCUMSTANCES

The Feathered Farm will make every effort to adhere to the STANDARD CANCELLATION POLICY in section 1.0 above, but reserves the right to update the cancellation policy in extenuating circumstances. Extenuating circumstances are defined as nonrecurring events that are beyond The Feathered Farm's ability to control that result in sudden, significant, and prolonged reduction in revenue or ability to operate. Extenuating circumstances include but are not limited to: natural disasters; terrorist activity; civil/political unrest; epidemic disease or illness; travel restrictions; and essential utility coverage. Should The Feathered Farm be impacted by extenuating circumstances, customers will be contacted immediately with details of the updated cancellation policy.