

Frisco Youth Programs Cancellation Policy

Any Town of Frisco program may be changed or cancelled by the Programs staff due to lack of enrollment, weather or situations beyond our control. We will make every effort to contact you if the program has been changed or cancelled. If a program is cancelled, we will provide a full refund within 30 days. To ensure we are able to contact you in the event of a change to any of our programs, please update your contact phone number and email address in our registration system.

After School Fun Club Cancellation

- All cancellations for Frisco Fun Club after-school programs must be made through the Camp Phone by (970) 418-0898 or by emailing friscocamps@townoffrisco.com or the Programs Supervisor. Cancellations must be made **48 hours prior** to the registered day of after-school in order to receive a refund. No refunds will be given if the cancellation is made with less than 48-hour notice. A \$3 fee will apply for all cancellations.
- If a child is sick or injured and therefore unable to attend the program, a parent may cancel their child's enrollment by **10:00 am to receive a refund**. To make a cancellation the day of the program, please call the camp cell phone at 970-418-0898 or e-mail the Programs Supervisor.

Summer Fun Club Cancellations

- All cancellations for Frisco Fun Club summer camp programs must be made through the Camp Phone by (970) 418-0898 or by emailing friscocamps@townoffrisco.com. There will be a \$3 cancellation fee for all days cancelled. Cancellations must be made 48 hours prior to the registered day of camp in order to receive a refund. No refunds will be given if the cancellation is made with less than 48-hour notice.
- If a child is sick or injured and therefore unable to attend the program, a parent may cancel their child's enrollment by 7:30am to receive a refund. To make a cancellation the day of the program, please call the camp cell phone at 970-418-0898 or e-mail the Programs Supervisor at friscocamps@townoffrisco.com. A \$3 fee will apply for the cancellation. Any cancellation that takes place after 7:30am on the day the child is scheduled to attend will NOT receive a refund.

Specialty Camps/Specialty After School Program Cancellations

- 14 or more days prior to the start date of the camp will receive a full refund. Cancellation less than 14 days prior to the start date of the camp will not receive a refund. All cancellations will be subject to a \$15 cancellation fee. **This policy applies to Adventure Camp, Bike Camp, H2O Camp, Skateboard Camp, After School Biking, and After School Skateboarding.**

To Transfer a Day

- Transfers must be made 48 hours prior to the registered day of camp. Transfers are subject to the \$3 cancellation and can be completed online. Refunds will **NOT** be given for missed days. You may also submit a written notice by e-mail to: friscocamps@townoffrisco.com.

Please contact friscocamps@townoffrisco.com to make a cancellation.