

Cancellation Policy

Cancellation Policy: Any Town of Frisco program may be changed or cancelled 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.

Fun Club Cancellation

- All cancellations for Frisco Fun Club must be made through the Frisco Day Lodge by calling (970) 668-2558 or by emailing SaraS@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 Sara at SaraS@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.

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: SaraS@townoffrisco.com .

Specialty Camp Cancellation

Cancellation 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, Girls on the Run Camp, and PlayWell TEKnologies Lego Camp. Please contact Sara Skinner at SaraS@townoffrisco.com to make a cancellation.