

REFUND REQUEST FORM

All refund requests must be received in writing NO LATER THAN TEN DAYS after the event or rental is complete. Requests received after this time will not be processed.

Name of event/rental for which you're requesting refund: _____

Event/Rental start date: _____ Date of request: _____

Participant/Group name (first and last): _____

Person submitting this request: _____

Requester phone: _____ Requester email: _____

☐ Pack ☐ Troop ☐ Crew Unit Number: _____ Was a campership received? ☐ Yes ☐ No

☐ We wish to transfer any fees paid for this facility reservation to a future reservation **within one year**.

In its refund policies, the Hawkeye Area Council, Scouting America strives to achieve a balance between the consumer's expectations; providing quality customer service; and protecting the assets of the organization. The Council operates its events, activities, and camps with a minimum margin to keep the costs within the reach of every Scouting family. Most events require up-front costs for needed supplies and overhead that are purchased in advance of an activity in expectation of your participation based on prepaid reservations.

Even though you may not be able to participate in an event or activity in which you prepaid due to a family situation or choose not to participate due to the weather forecast, this does not change the fact that the Council purchased goods and services on your behalf in expectation of your participation.

To ensure the Council can provide the best service to the Scouts, the cancellation and refund policies found on the HAC Camps, Events and Activities (Payment and Refund Policy) or the HHCSR Camp Facility Reservation (Usage, Cancellation and Refund Policy) will apply.

All requests for refunds for District and Council events received less than 7 days before the event to five days after the event will be reviewed based on the following conditions only:

- Serious illness or injury or a death in the family-medical verification required
- Special unexpected and extraordinary circumstances

Reason for cancellation:	_____

Refunds of less than \$25 will not be issued.

For Office Use Only

Date Received: _____

☐ Refund Request Accepted – \$ _____ ☐ Refund Request Rejected - Reason _____

Approved by (*print & signature*) _____ Date: _____

☐ Refund Processed by _____ Date: _____