

Berkeley Echo Lake Camp Refund Policy

All refund, change, and cancellation requests must be made in writing and sent to the City Of Berkeley Recreation Office, 2701 Telegraph Avenue, Berkeley, CA 94705.

All refund requests must be directed to the Recreation & Youth Services Manager. The original receipt must be submitted with a written request for refund. The request must state the reason for refund, date, time, and location of program.

Refund Policy: All refund requests are subject to a 25% administrative fee, not to exceed \$150.00. Requests made less than 30 days prior to scheduled arrival are not eligible for a refund.

Changing Reservations: Changes resulting in a reduction of the reservation are subject to a \$100 administrative service fee. No charges will be incurred for registration additions or extensions to your stay. Requests to reduce your stay or change your camp dates must be made at least 30 days prior to arrival date. Change requests made less than 30 days prior to arrival date are not eligible for a refund. Additions may be made less than 30 days in advance as space allows. Only the Head of Household may request a reservation change.

Cancellation policy: Cancellations are subject to a 25% administrative fee, not to exceed \$150.00. Cancellation requests made less than 30 days prior to scheduled arrival are not eligible for refund. Cancellation requests due to medical emergency or illness must be submitted in writing, accompanied by a doctor's note, and received no later than 30 days following the scheduled date of attendance.

Late Fee: Reservations with unpaid balances at close of business day Sunday, May 1, 2016 are subject to a \$75.00 late fee.

(October 2015)