

2024 PROGRAMS REFUND POLICY: Pawsitively Pets Refund Policy – please refer to our REFUND or PROGRAM Page for the refund timelines for different programs. Refunds for all programs will be made in writing by email and will be refunded by the schedule below. Refunds are subject to the noted administrative fees. Refunds will be issued in the format they were originally paid.

COVID-Related Program Cancellation Information: Refunds will not be available for any of our programs this season if we are required to shut down due to a pandemic or other extreme circumstances. A credit for future programming will be provided for use within one calendar year.

Pawsitively Pets reserves the right to grant exceptions to the stated policy in situations including, but not limited to, illness and death in the immediate family.

No Refunds for Partial Program Attendance or Illness: We do not provide refunds or credits when someone leaves programs part way through. Virtually all of our expenses are incurred before the start of the camp or program. Similarly, we cannot give refunds or credits to people who have registered for more than one session if they choose not to attend another session during their first session. (The exception to this is if we can fill the spot with someone on our waiting list. If someone from the waiting list fills the spot, an admin fee of \$75 is applied.)

Extreme Circumstances: (Someone in your family is told they have 6 months to live, your house burns down, etc.) By all means, contact us! We're not heartless. We may ask for some documentation and explanation, and we'll be more flexible if we hear from you sooner rather than later. We'll consider all situations individually.

Summer Camp Refunds with Notice:

A full refund minus \$35 admin fee (per camper) is available until May 31.

Up to 30 days before the start of camp 50% refund is available.

29 days or less before the camp session begins – No refunds or credits. If we can fill your spot with a camper from our waiting list, we will provide a full refund minus a \$75 waitlist admin fee.

Please note all admin fees are per camper per transaction. If you cancel multiple camp sessions in one transaction, the admin fee will only be charged once, if you cancel different sessions at different times the admin fee is per transaction.