



## CANCELATION POLICY CAMP SITES AND EQUIPMENT

The cancellation policy for Troop and Service Unit campouts was established to allow flexibility of groups to cancel, within limits, when their situations change.

- Any cancellation request for site rental, equipment rental, and/or pool rental must be submitted in writing to [customercare@gsneo.org](mailto:customercare@gsneo.org).
- If GSNEO is forced to cancel due to maintenance, scheduling, weather, or other property issue or closure, a full refund will be given.
- **SITE RENTALS: Refunds will be issued only if the request to cancel a site is received in writing at least 30 days prior to campout/event date.**
  - Canceled under 30 days from the campout date – No Refund
- **EQUIPMENT RENTALS:** Equipment cancellations must be made 21 days or more prior to the event to receive a refund. If GSNEO determines that weather conditions prohibit using the equipment at the scheduled time, the troop/group will be refunded in full.
  - No refunds if canceled less than 21 days from the event date.
- **POOL RENTALS:** Pool site cancellations must be made 21 days or more prior to the event to receive a refund. If GSNEO determines that weather conditions prohibit using the pool at the scheduled time, the troop/group will be refunded in full.
  - No refunds if canceled less than 21 days from the event date.