

Girl Scouts of Citrus Program Refund/Cancellation/Transfer Policy

Effective December 1st, 2018 for all program events (does not include summer camps).

Cancellation and Refunds

All cancellation requests must be submitted in writing via email and sent directly to CustomerCare@citrus-gs.org.

Participants may cancel and request a refund for their registration without penalty up until 14 days prior to the event (Unless otherwise stated in the event description)

Cancellation requests received less than 14 days before the event will be subject to a processing fee of \$2.00 per participant. (Unless otherwise stated in the event description)

Refund requests received on or after the event date will not be eligible for a refund, except in extenuating circumstances based on a case-by-case basis.

There will be no refunds or transfers for no-shows.

Transfer of individuals

Only 1 transfer request will be honored per event. They must be sent in writing to CustomerCare@citrus-gs.org and the cost of the program fees must be exactly the same.

If you need to remove and replace multiple people from an event, you will need to register the new people first and then request a refund in writing to CustomerCare@citrus-gs.org (In this case refund fees will be waived)

Cancellation of an Event

We are committed to providing the best opportunities for all of our members. If a program is going to be cancelled we will do our best depending on the program and partner to notify you 5-7 days in advance with either a reschedule date or a full refund.