



Event Cancellation/ Refund Policy

Timeframe	Policy
Up to 4 weeks prior to the event	Cancellations can be transferred to a future event at the time of cancellation, or a registrant may request an Activity Credit be applied to the appropriate account. Activity Credits must be used for events happening prior to September 1, of the same membership year.
1-4 weeks prior to day events 2-4 weeks prior to overnight events	Cancellations can be transferred to a future event at the time of cancellation, or registrant may request an Activity Credit be applied to the appropriate account. For both transfers and Activity Credits during this time period, a \$5 processing fee will be incurred for each registrant. Activity Credits must be used for events happening prior to September 1, of the same membership year.
Less than 1 week prior to day events Less than 2 weeks prior to overnight events	Transfers, Activity Credits, and refunds are not available.
Event is cancelled by the council	Full refunds will be issued. Refunds should be received within two weeks.

Questions: Contact Customer Care at **800-565-4475** or **customercare@gswise.org**