

Council Cancellation and Refund Policy

1. Purpose

The Daniel Boone Council, Scouting America recognizes that circumstances may arise that prevent a participant from attending a registered event, activity, training, camp, or program. This Refund Policy establishes consistent procedures for requesting, reviewing, approving, and processing refunds.

This policy applies to registration fees and other eligible payments made to the Daniel Boone Council, Scouting America for council-sponsored events and programs, unless a specific event's registration materials establish a different refund policy.

2. Refund Request Deadline

All refund requests must be submitted at least fourteen (14) calendar days prior to the official starting date of the event. Requests received fewer than fourteen (14) calendar days before the event start date may be denied, regardless of the reason for cancellation, unless an exception is approved by the Daniel Boone Council.

Refund Requests will not be approved if the group has an outstanding balance.

The event start date is defined as the date and time published in the official event registration materials.

3. No-Show Registrations

Participants who do not attend an event without submitting an approved cancellation or refund request are generally **not eligible for a refund**.

Failure to attend an event does not constitute cancellation.

4. Submitting a Refund Request

Refund requests must be submitted using the Daniel Boone Council's designated refund request form. Link to Form: [Council Refund Request Form](#)

Submitting a refund request does not guarantee that a refund will be approved. Each request will be reviewed according to this policy and any event-specific refund provisions.



5. Review and Determination

Upon receipt of a refund request, Daniel Boone Council staff will review the request to determine eligibility, applicable fees that may apply, and extenuating circumstances.

Council staff may request additional information or documentation when necessary to process the request. The council will communicate the decision to the person submitting the request once the review has been completed.

6. Eligible Refunds

When approved, refunds generally apply only to amounts received by the Daniel Boone Council that have not already been committed to non-refundable expenses associated with the participant or event.

Event-specific registration materials may identify additional non-refundable charges.

7. Refunds After the Deadline

Refund requests submitted fewer than fourteen (14) calendar days before the event start date are generally **not eligible for a refund**.

Exceptions may be considered for extraordinary circumstances at the discretion of the Daniel Boone Council, such as:

- Serious illness or injury;
- Death in the immediate family;
- Cancellation of the event by the Daniel Boone Council; or
- Other circumstances determined by the council to warrant an exception.

Documentation may be requested to support an exception.

8. Event Cancellation or Significant Program Changes

If the Daniel Boone Council cancels an event, the council will communicate available options to registered participants. Depending on the circumstances, participants may be offered a transfer to another event or date, a credit, or a refund.

9. Refund Processing

Once a refund has been approved, the Daniel Boone Council will initiate reimbursement via check to the Unit who registered the participant. It is the responsibility of the Unit to disperse funds back to the involved party.

10. Follow-Up and Status Requests

Questions regarding the status of a refund should be directed to Jacob Whitlow, Program Director of the Daniel Boone Council, at Jacob.Whitlow@scouting.org. When following up, the requester should provide the participant's name, event name, and registration or confirmation number, if available.

Repeated submission of the same request does not expedite processing.

11. Special Event Policies

Certain council programs, camps, training courses, trips, and other activities may have unique financial commitments that require additional or different refund provisions.

When an event-specific refund policy is published, that policy will govern the applicable registration and will take precedence over this general policy to the extent of any conflict.

12. Policy Administration

The Daniel Boone Council, Scouting America reserves the right to interpret and administer this policy and to make exceptions when circumstances warrant.

The council may modify this policy as necessary to reflect changes in registration systems, financial procedures, program operations, or applicable Scouting America policies.