

# TRANSFERS, CREDITS, & REFUNDS

We offer flexible registration & convenient options for making changes to enrollments. In order to maintain the safety, quality, and efficiency of camp, we have established the following policies for enrollment changes.

*Please note: Changes to individual days are not available for full-week registrations. FIELD TRIP FEES: Requests for credits/refunds must be received by the prior Friday.*

FEES CHARGED FOR TRANSFERS, CREDITS, AND REFUNDS			
<i>Fees listed below will be deducted from all transfers, credits, and refunds</i>			
Notice Received	TRANSFER	CREDIT	REFUND
	Transfer from one day or week to another. If there is a difference in price, balance is payable, or credit is issued, at time of transfer.	Applied to your account at the Arroyo Vista Recreation Center. Must be used by May 30, 2025.	If paid by credit card, refunded to your card. If paid by check or cash, refunded via check within 30 days.
DAILY ENROLLMENTS			
5 or more business days notice	NO penalty	NO penalty	\$18 per child per day + \$15 refund process fee
Less than 5 business days notice	\$10 per child per day	\$18 per child per day	\$27 per child per day + \$15 refund process fee
After 5:00 p.m. prior business day	No transfer available.	No credit available.	No refund available.
FULL WEEK AND ALL ADVENTURE CAMP ENROLLMENTS			
5 or more business days notice	NO penalty	NO penalty	\$75 per child per week + \$15 refund process fee
Less than 5 business days notice	\$25 per child per week	\$75 per child per week	\$108 per child per week + \$15 refund process fee
After 5:00 p.m. prior Friday	No transfer available.	No credit available.	No refund available.

**SICK DAY CREDITS:** A credit may be issued if your child is exhibiting cold or flu symptoms. *The office must be notified by 8:30 a.m. on the date of absence to receive the credit.* For full-week enrollments, a prorated credit will be issued beginning with the 2nd day of absence. A maximum of five (5) sick day credits can be issued during the camp year (Summer - Spring). To report a sick day absence, email [avrc@moorparkca.gov](mailto:avrc@moorparkca.gov) with the subject line SICK DAY ABSENCE. In the email, include your name and your child's name. You will receive a confirmation email when the sick day credit is issued. Field Trip fees are not eligible for Sick Day Credits unless the space can be filled from a wait list. Note: Sick day credits are NONREFUNDABLE and will expire at the end of the camp year if unused (May 31, 2025).

**Refunds, Credits, or Transfers for other absences are not available.**

*An exception to this policy may be made only if there is a significant tragedy and the child is absent because: 1) the child has been admitted to a hospital for a serious or life threatening injury; 2) the family has suffered a catastrophe such as losing their home due to a fire or natural disaster; 3) an immediate family member has been admitted to a hospital with a serious or life threatening illness/injury; or 4) of the death of a close family member or friend.*