

## Program Registration, Confirmation and Cancellation/Refund Guidelines

### Registration:

- Program registration is filled on a first-come, first-served basis.
- Program registration is accessed by the parent/guardian or Troop volunteer via the GSSEF online Event Listings Calendar or through the user's MyGS account.
- Pre-registration and pre-payment are required for all programs.
- "Tag-along" children are never permitted unless specifically stated in the program description; please contact [customercare@gssef.org](mailto:customercare@gssef.org) to inquire, prior to registration.

### Confirmation:

- Confirmations are most commonly sent, via email, to the adult contact email address within 3-10 days of the program.
- Occasionally, paper confirmation packets are mailed to the adult contact address within 7-14 days of a program.

### Cancellation:

- In the event of a cancellation, by GSSEF, the adult contact will be notified via email.
- Programs are subject to cancellation 14 days in advance of the program day, by GSSEF, if attendance does not meet the minimum requirements or if unforeseen circumstances prevent the program from occurring. In such cases, refunds will be issued to registrants within 7-10 business days.
- Registrant-requested cancellations will be accepted up to 14 days in advance of the program day for a full refund. After this date, no refunds will be granted.
- Program deposits, such as those required for travel or camp, are non-refundable.
- When possible, non-refundable fees may be transferred to a future program upon request; but is not guaranteed. Such requests are accommodated on a case-by-case basis.
- If the National Weather Service issues a Hurricane "Watch" or "Warning" for any geographic portion of our Council's jurisdiction during any time period for which an activity is scheduled, this program will be automatically postponed. Due to the timing constraints there may not be time for communication in the event of a weather emergency. When the National Weather Service lifts the Hurricane "Watch" or "Warning" and GSSEF operations have resumed, our staff team will determine if the activity can be rescheduled and communicate with the registrants as quickly as possible. If the activity cannot be rescheduled, or if the rescheduled date/time will not work for those previously registered, a full refund will be issued.

**Want to confirm the contact information in your membership record or have questions about this information?**

Contact us at: [customercare@gssef.org](mailto:customercare@gssef.org)