

Oregon Space Camp Adventures

Refund Policy



Overview

Oregon Space Camp Adventures works hard to ensure that every dollar collected in the form of camp registration fees and donations to support our scholarships is focused on the kids and facilitating the trips to Space Camp. All of our staff, officers, and board members are volunteers and are not paid. We are a non-profit that does not make money off of these trips. We work hard to keep the overall costs as low as possible for our campers.

OSCA relies on multiple vendors to facilitate these trips. To keep costs low, we do not carry reserves to facilitate refunds if we cannot get a refund from one of our vendors in the event of an individual or trip cancellation.

We will provide timely communication on the trip's status as we approach each milestone documented in the policy below. This communication ensures you have all the information you need to make informed and timely decisions in the event you may need to cancel and request a refund.

Individual Cancellations

If you want to cancel a registration, the following refund policy applies:

- The first \$150.00 of the registration fee is considered the initial registration fee and is non-refundable.
- Since we are unable to recover credit card fees from the bank in the event of a cancellation, we are unable to refund merchant and transaction fees to you. This typically is about 3% of the portion of the fees that you paid with a credit card.
- 100% (not including the initial registration fee and any applicable credit card fee's) of all costs are refundable if the written request is received four months before departure.
- 50% (not including the initial registration fee and any applicable credit card fee's) of all costs are refundable if the written request is received three months before departure.
- 25% (not including the initial registration fee and any applicable credit card fee's) of all costs are refundable if the written request is received two months before departure.

Once we are within two months of our departure date, we have made payments to most of our vendors. At that point we are unable to process refunds.

In the event a vendor does offer a refund, we will pass this along said refund to the attendee/guardian. We cannot guarantee that a vendor will be willing to process partial or full refunds in these circumstances.

OSCA Cancels a Trip

If OSCA needs to cancel a trip, we will refund all amounts (not including the initial registration fee) that we can recover from our vendors and banking institutions. Refunds will depend on when the cancellation occurs and if our vendors can provide refunds to OSCA to pass along to our Attendees/Guardians.

We will provide timely communication on the trip's status as we approach each milestone as documented in the policy above. This is to ensure you have all the information you need to make informed and timely decisions in the event you may need to cancel and request a refund.

Thank you for your support and understanding as we make these amazing experiences available for our kids.