

Western Massachusetts Council Event Refund Policy

Event refunds less a 15% administrative service charge may be granted only when requested in writing 30-days or more prior to the event.

After 30-days before an event, refunds are not made unless the one of the following is met:

- The family moves out of Council.
- The death of an immediate family member (parent, grandparent, brother, sister or anyone else living in the house with the participant). The Council will consider other deaths, which may affect the participant, on a case-by-case basis.
- The registered participant has an illness or physical condition for which a healthcare practitioner provides a signed statement prohibiting participation in the event.
- Additional reasons that do not involve choice will be considered on a case-by-case basis.

Registration fees can be transferred to another person attending with the same unit for the same event in the same year.

Waitlist participants not selected to attend the event will be refunded at 100% of all fees, including deposit money, within 30-days of the end of the event.

Refunds will not be given for a change of mind, removal from the event, no shows, or choices to participate in another event such as vacation plans, club activities, or extended sport schedules.

Any refund of monies for the event is based on the total event registration fee at the time of cancellation minus an administrative fee and any money sent to another agency or company for the event. The remaining money is refundable if the participant meets the above requirements. Any money that has been sent to another agency or company is considered issued and not refundable.

All refunds are not automatic and must be requested in writing by the unit or individual within 30 days of the end of the event.

Processing these refunds may not take place until after the event due to the fiscal review process. Once approved please allow 30 days for the refund to be processed.

Refund Request Procedure

Refunds must be requested in writing (email or letter) and should include which of three methods is preferred: (1) credit on the unit/individual Tentaroo account, (2) credit transfer to the unit Trading Post custodial account (units only), or (3) check made payable to the unit/individual and sent within 30 days to the primary contact on the Tentaroo account, unless otherwise requested in the written request. Requests for a date transfer or for a refund should be sent to the Council Program Director by email, mail or fax.