



Boy Scouts of America, Aloha Council Refund Policy

Revised December 2019

In all programs offered by the Aloha Council, a great deal of planning and purchasing takes place well in advance. These plans and accompanying expenditures include, but are not limited to: staff, food, program materials, patches and awards, rental and purchase of equipment, and in some cases, items of clothing such as T-shirts that are given as part of a program fee. When an individual or group makes a reservation for an activity or program, these items are included in ordering of materials and staffing for that event.

Refunds:

- Cancellation more than 30 days prior to the event: 100% of the amount is refunded
- Cancellation 30 days prior to the event: 25% charged to the customer, with a 75% refund awarded
- Cancellation 10 days prior to the event: 100% charged to the customer, with no refund awarded

Full or partial refunds within these cancellation windows will be reviewed on a case-by-case basis, depending on the circumstances of the cancellation. Only family emergencies, illnesses, and military obligations will be considered.

All cancellation requests must be submitted in writing and sent to Aloha Council, BSA, 42 Puiwa Road, Honolulu, HI 96817.

