



CLUB KARZEN
TENNIS, BASKETBALL & FITNESS

2023 Summer Camp Cancellation and Change Policies

Any changes or cancellations for Summer Camp must be emailed to NSRCmemberservice@northshorerc.com, without exception.

Please include the following in your email:

- CANCEL REQUEST or CHANGE REQUEST in the subject line
- Camper first and last name
- Parent/Guardian name
- Camp name requesting cancellation or change
- Camp week(s) and time(s)
- For Cancellation, please include reason for cancelling
- Parent/Guardian phone number

Cancellation Policy

1. Cancellations made MORE than two weeks in advance of the camp start date will incur a 10% cancellation fee per week of camp (i.e., one camp week at \$380 = cancel fee \$38)
2. Cancellations made WITHIN the two weeks of the start date of the camp week will incur a 20% cancellation fee per week of camp (i.e., one camp week at \$380 = cancel fee \$76)
3. Cancellations made after the start of camp will not be refunded unless an emergency
4. Any potential refunds less any applicable cancellation fees will be credited to payer's account at Club Karzen. After a period of 30 days a check request can be submitted in writing to: NSRCmemberservice@northshorerc.com

Change Policy

1. Change requests will be addressed on a case-by-case basis, subject to availability.
Note: most camps fill to capacity and change requests will be placed on the wait list in the order received. Enrollment cannot be guaranteed when requesting a change.
2. If the change requested is for a camp at a higher price, the change will not be guaranteed until the difference in camp cost is paid.
3. If the change requested is for a lower price camp, the difference will be refunded to the payer's Club Karzen Account after the last day of the camp week / session.

Any questions regarding a Tennis Cancellation, Change & Refund Policy should be directed to: NSRCmemberservice@northshorerc.com

Any questions regarding a JKBB Basketball Cancellation, Change & Refund Policy should be directed to: KimberlyKarzen@northshorerc.com