Boys & Girls Clubs of Utah County & Southern Utah
Program Withdrawal & Refund Policy

What if I need to withdraw my child or request a refund?

At Boys & Girls Clubs of Utah County & Southern Utah (BGCUC & BGCSU), we understand that family circumstances can change. Our goal is to work with families while ensuring we can continue providing safe, dependable, and high-quality programming for all youth.

Because our programs are staffed and planned based on enrollment rather than individual days of attendance, refunds are available according to the guidelines outlined below.

If you need to withdraw your child from a program or request a refund, please contact our enrollment team at **afterschool@bgcutah.org**.
All withdrawal and refund requests must be submitted in writing so we can accurately document your request and make any necessary billing adjustments.

School-Year Programs

Our school-year programs operate from August through May, with a standard program rate of approximately **$50 per week** and a total school-year cost of $1,800 under our standard billing schedule.

Program pricing is structured around the overall school year and accounts for shorter months, school breaks, and scheduled closures. Because staffing, supplies, and other program resources are planned based on enrollment, fees are not based on individual days of attendance.

We understand that family circumstances may change, and families may withdraw from school-year programming at any time.

Withdrawal & Refund Guidelines:

- **Withdrawals:** Families may withdraw their child from school-year programming at any time by emailing afterschool@bgcutah.org.
- **Friday Deadline:** To avoid charges for the following program week, withdrawal requests must be received by Friday of the current week.
- **Future Program Fees:** If program fees have already been paid for future weeks, families may be eligible for a prorated refund or account credit based on unused full weeks of programming.
- **Refund Calculations:** Refunds are based on the applicable program fees and the amount actually paid by the family after scholarships, discounts, or financial assistance have been applied. The annual membership fee is non-refundable.
- **Missed Attendance:** Refunds are not provided for individual days missed due to illness, vacations, schedule changes, school activities, transportation issues, or other temporary absences.
- **Scheduled Closures:** School breaks, holidays, staff training days, teacher workdays, and other planned closures are already accounted for in our school-year pricing and do not qualify for additional refunds.

Important: Refunds are available only for eligible future weeks following an official withdrawal. Refunds are not provided for partial weeks or previously completed program weeks.

Our goal is to provide families with flexibility when circumstances change while maintaining consistent, high-quality programming for all enrolled youth.

Summer Programs

Summer programming requires significant planning before the first day of camp, including hiring staff, purchasing supplies, arranging transportation, ordering meals, scheduling field trips, and maintaining appropriate staffing ratios.

Because many of these expenses are committed before programming begins, summer refunds are more limited than school-year refunds.
Families may withdraw from summer programming at any time; however, refund eligibility depends on when the withdrawal request is received.

Before Summer Programming Begins

- Refund requests received before the first day of the summer program are eligible for a refund of program fees paid, less a **10% processing fee**.
- The refund applies only to fees actually paid by the family after scholarships and discounts.

During the First Week of Summer Programming

- Families who submit a withdrawal request during the first week of programming are eligible for a **75% refund of eligible summer program fees paid**.
- The refund percentage applies to the overall eligible summer program fees paid by the family, not individual days of attendance.

During the Second Week of Summer Programming

- Families who submit a withdrawal request during the second week of programming are eligible for a **50% refund of eligible summer program fees paid**.
- The refund percentage applies to the overall eligible summer program fees paid by the family, not individual days of attendance.

After the Second Week of Summer Programming

- Refunds are generally not available beginning with the third week of summer programming because staffing, supplies, transportation, and other program expenses have already been committed.
- Families who withdraw with more than two full weeks of programming remaining may request consideration for a prorated refund of unused future weeks.
- These requests will be reviewed individually by BGCUC leadership, and approval is not guaranteed.
- Documented extenuating circumstances may also be considered under the Special Circumstances section below.

Important: Summer refund percentages are based on program fees actually paid by the family after financial assistance has been applied. Refunds are not calculated based on individual days missed. The annual membership fee is non-refundable.

Annual Membership Fees

The annual **$20 Boys & Girls Clubs membership fee is non-refundable** under all circumstances, including program withdrawal.

Scholarships & Financial Assistance

BGCUC is committed to helping families access affordable, high-quality afterschool and summer programming.

If financial circumstances are making it difficult for your child to continue attending, we encourage you to contact our enrollment team before withdrawing. Additional financial assistance options may be available.

For families receiving scholarships, discounts, or other financial assistance:

- Refunds are calculated only on the amount actually paid by the family.
- Scholarships, grants, donor-funded assistance, child care subsidies, and other financial assistance are not refundable to families.
- Any approved refund will be calculated after applicable scholarships and discounts have been applied.
- Refunds or account credits cannot exceed the amount of eligible program fees paid by the family.

Our goal is to work with families whenever possible to help youth continue participating in our programs.

Payment Processing Fees

Credit card and online payment processing fees that are non-refundable to BGCUC will not be included in approved refunds.
When applicable, these fees will be deducted from the refundable payment amount.

Special Circumstances

We recognize that unexpected or exceptional circumstances may arise that make continued participation difficult.
Situations that may qualify for special consideration include:

- Serious illness or hospitalization
- Family relocation
- Military deployment
- Significant changes in family circumstances
- Other documented extenuating circumstances

Requests involving these situations may be reviewed on a case-by-case basis.

Approval of any exception is at the discretion of BGCUC leadership and does not establish a precedent for future requests.

To request special consideration, please email **afterschool@bgcutah.org** with an explanation of your circumstances. A member of our enrollment team will follow up to discuss available options.

Refund Processing

- Approved refunds are typically processed within **7–10 business days** following approval.
- Refunds will be issued to the original payment method whenever possible.
- If a refund to the original payment method is not possible, BGCUC will work with the family to determine an appropriate alternative.
- Approved account credits may be applied to future eligible program fees.
- Any outstanding account balance may be reviewed before a refund is issued.

Questions or Withdrawal Requests?

We understand that every family's situation is different, and we want to make the withdrawal and refund process as clear and supportive as possible.

For questions about program fees, financial assistance, withdrawals, or refunds, please contact:
Boys & Girls Clubs of Utah County
Enrollment & Financial Assistance Team
Email: afterschool@bgcutah.org

Our goal is always to work with families, provide clear communication, and help as many youth as possible benefit from our programs.