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**GSEMA PROGRAM/TRAINING CANCELLATIONS AND REFUNDS****When the Council Cancels**

Sometimes we cancel programs and trainings due to circumstances beyond our control (weather, illness, low enrollment). Refunds are issued if the council cancels a program/training, or if program/training logistics change in a way that makes it impossible for a registered individual or group to attend. If the council cancels a program or volunteer training, all efforts will be made to transfer registrants to the next available session. If a transfer is not possible, a refund will be issued.

**When a Troop, Adult, or Girl Cancels (Girl Programs)**

Refunds (minus a 10% handling fee) will be considered only if a written notice of cancellation is emailed to [CustomerCare@gsema.org](mailto:CustomerCare@gsema.org) two weeks prior to the scheduled program (one month prior for programs that involve a sleepover and/or travel). Refunds will be issued for cancelled registrations only when we have received notification by the deadline. We cannot substitute adults for girls, and do not issue refunds for no-shows.

**When a Volunteer Cancels (Volunteer Trainings)**

Refunds (minus a 10% handling fee) will be considered only if a written notice of cancellation is emailed to [CustomerCare@gsema.org](mailto:CustomerCare@gsema.org) one week prior to the scheduled training. Refunds are not issued for no-shows. Transfers may be available and can only be made between identical sessions within the same membership year (October 1 – September 30). To transfer your registration, email the new desired date/time/location to [CustomerCare@gsema.org](mailto:CustomerCare@gsema.org) no later than one week prior to the session.