

GSEM 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 two weeks prior to the scheduled program (one month prior for programs such as: 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 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 no later than one week prior to the session.