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GSEMA PROGRAM/TRAINING CANCELLATIONS, REFUNDS, and WAITLIST**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.

Waitlist Registration

The waitlist is a great way to increase your chances at getting into a program that is already full and for us to gauge the interest or popularity of a particular program/event. If you choose to register onto a program's waitlist, you may not be notified until a few days prior to the program if you get into the program or not. If you do not get moved off the waitlist and into the program you will receive a full refund. If you are **unable to attend** the program for which you are waitlisted (and have not been moved into the program yet), please notify [Customer Care](mailto:CustomerCare@gsema.org) as soon as possible and you will receive a full refund. This is important because if you are moved off the waitlist and become registered for the program, our normal cancellation policies will apply.