



CLUB KARZEN
TENNIS, BASKETBALL & FITNESS

2025 Summer Camp Cancellation and Change Policies

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

Include the following in your email:

- CANCEL REQUEST or CHANGE REQUEST in the subject line
- Camper first and last name
- Camp name
- Camp date(s)/week(s) and time
- 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 \$420 = cancel fee \$42).
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 \$420 = cancel fee \$84).
3. Cancellations made on or after the start day of camp will not be refunded unless an emergency.
4. Any refunds less applicable cancellation fees will be credited to member's account in Court Reserve or returned to the original payment method.

Change Policy

1. Change requests will be addressed on a case-by-case basis, subject to availability.
Note: Most camps fill to capacity. 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 cost difference will be charged to the payment method on file.
3. If the change requested is for a camp at a lower price, the cost difference will be refunded to the member's account in Court Reserve.

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

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