

Program Cancellation Policy

Version 1.0
Effective March 1, 2025

We understand your family schedule can change. As a small business, we have our cancellation policy in place so that we can maintain a healthy staff to help us bring our very best towards hosting an engaging, vibrant and educational experience for your kids.

If you signed up for our camp and need to cancel due to scheduling conflicts, email us at info@sparknify.com

Below is our policy.

Transfer

There is no fee to transfer your registration to a different camp. Transfer must be requested in writing to info@sparknify.com any time until 12pm five (5) business days before the start of your camp session, pending availability. Sparknify can not guarantee that a transfer is always possible.

Cancellation

You will receive a 100% refund minus the credit card processing fee within 24 hours of your registration.

Cancellations must be requested in writing to info@sparknify.com. The date and time the email was sent will serve as the time marker for your request and will be used to establish potential refund, if any.

Cancellation request must be five (5) business days prior to the camp registered start date, you will receive a credit on your registration account for each session purchased, minus 5% fee for each requested cancellation. The credit can be applied to any future programs and expires two (2) years from the date it is issued.

Refunds are available minus 15% fee for each requested cancellation five (5) business days prior to the camp registered start date.

There are NO refunds or credits if the cancellation request is not five (5) business days prior to the camp registered start date.

If there is someone on the waitlist that can take your spot, then we will honor the credit minus 5% fee or refund minus 15% fee.

In the event that we have to cancel due to unforeseen circumstances, you will be fully refunded. You can choose a 100% refund to the original payment method or a 100% credit that can be used up to one year from cancellation request.

Additional Note:

Camp fees are not refunded or prorated for days missed due to illness or other life circumstances.