Cancellation Policy:

The Aquarium reserves the right to cancel any program. In the event that the Aquarium cancels a program, participants will be notified and offered a full refund or the opportunity to reschedule.

- A cancellation made **more than 14 days before** the start of camp will receive a full refund.
- A cancellation made **between 7-14 days before** the start of camp will receive a 50% refund.
- A cancellation made **less than 7 days before** the start of camp is not guaranteed a refund.

Mid-Week Cancellations:

If your camper must be removed from camp due to behavior, illness, or a family emergency, the following conditions may apply.

- If your camper is removed due to their behavior, then a refund will not be offered.
- If your camper is diagnosed with an illness, including but not limited to COVID, flu, bronchitis, mono, pink eye, or measles, and must be removed from camp, we can work with families to offer a partial/pro-rated refund.
- If your family experiences loss leading up to camp, please reach out to the Youth Development Coordinator. We can work with families during times of grief to help reschedule or process a full or pro-rated refund.

How to Cancel a Program:

Cancellations may be requested through your camper's registration profile, by email at summercamp@tnaqua.org, or by phone at 423-785-4093 or 423-356-1276. We will use the date the cancellation was requested in our records to determine whether a refund is necessary. Complete cancellations and refunds can take 3-5 business days to process.