

Refund/Cancellation Policy for Programs

- Troops or individual Girl Scouts may cancel a reservation and request a partial refund in writing no later than **seven business days** before an event. There will be a 10% processing fee for all refunds that are awarded. See guidelines for communication below.
- The program fee and reservation is not refundable or transferable to another girl registrant for any reason.
- Refund requests will be reviewed by a council committee and notification will be by mail.
- **You will be notified within 14 days the final decision of your request.**

Short Notice Cancellation: This type of cancellation is made within 48 hours of the event. Short notice cancellation refunds will **only** be considered if the reservation can be filled by a girl on the waiting list for placement. If the reservation is filled, then a 50% refund will be given. There will be no processing fee.

Special Request: We understand that there are situations where a full refund may be appropriate. A council committee will review the special request and make a decision on the refund based on the situation and information provided. A program that specified “no refunds” will not grant refund requests for any reason.

To request a refund, please follow the guidelines below:

- Submit the request with explanation in writing and mail to:
Girl Scouts of Middle Tennessee
Attn: Program Department
4522 Granny White Pike
Nashville, TN 37204
- Or fax to (615) 297-6296
Attn: Program Department
- Or email the program team at Programdept@gsmidtn.org
Subject: Refund Committee
NOTE: If you do not receive a response within two business days confirming receipt of your email and your request is under consideration, please contact Jenny Myhr at (615) 460-0235.