Pacific Harbors Council Refund FAQ’s

Why does the Council need a refund policy?

As a non-profit donation based business, it is important for the Council to show fiduciary responsibility. We are obligated to use funds wisely and in the best interest of all our members, particularly our youth. It is not financially responsible to return event funds to a non-participant at a late date, because we will have spent funds on that participant. Program materials, patches, and t-shirts, for example, are ordered well in advance, and can’t be returned.

What is the Council’s refund policy?

Council Activities:

- All cancellations and/or refund requests for activities should be submitted in writing to the Creighton Scout Service Center at 4802 South 19th St, Tacoma, WA 98405, or emailed to dianne.rogers@scouting.org.
- Refunds are based on the date the written request is received at the Creighton Scout Service Center.
- Requests received two weeks (10 business days) or more prior to an event will receive a full refund.
- Requests received from 5 to 9 business days before the event will receive a 50% refund.
- No refunds are available 4 or fewer business days prior to an event.
- The Council may make exceptions in the case of family emergency, sickness, or changes in military duty.

Cub Scout Resident Camp & Boy Scout Resident Camp:

- All cancellations and/or refund requests must be submitted in writing to the Creighton Scout Service Center, 4802 South 19th St, Tacoma, WA 98405.
- Refunds are based on the date the written request is received at the Creighton Scout Service Center.
- The deposit(s) collected at registration time is (are) non-refundable.
- Refunds of fees paid for individuals or units requested By June 1st will be granted (less any deposit).
- Refunds received between June 1st and 1 week before the camp date will be considered on a case-by-case basis, depending on unforeseen extenuating circumstance. The request must be submitted in writing to the Creighton Scout Service Center.

How do I request a refund?

Refund requests can be hand carried to the Tacoma Service Center, emailed to dianne.rogers@scouting.org, or mailed to the Tacoma office. Please include your name, the event you cannot attend, the reason you cannot attend, and the method of payment.

Refund requests made to program directors, district executives, and other staff members will of course be processed – when they make into the Service Center. It is in YOUR best interest to
contact the Tacoma Service Center directly. This eliminates any confusion and/or delays in processing your refund.

*Can my refund be credited to my credit/debit card?*

YES! That is the quickest and easiest way of processing your refund. If you registered online, the card you used to pay for your registration will be credited. If you registered at one of the Service Centers you may choose your method of refund. Please note we cannot give cash refunds.

*Who can I contact if I have questions regarding my refund?*

Please contact Dianne Rogers, 253-682-2214, for any questions regarding refunds.