

## Three Fires Council Property Reservation and Refund Policies

1. The Three Fires Council reserves the right to refuse/cancel any reservation or to close camp if necessary. If camp is closed, a full refund or alternate rental date will be provided.
2. Units, Groups and Individuals agree to follow the rules of the camp as well as Three Fires Council and Boy Scouts of America policies and procedures. Additionally any non-Scouting group must comply with the Three Fires Council's Insurance and Liability protection requirements. Please ensure that all policy, procedures, and camp rules are available to your group prior to the commencement of the rental.
3. Reservations will be accepted **up to one year in advance**. Reservations are accepted via phone calls to the Three Fires Council Program Assistant, 630-584-9250 x100. Calls are accepted Monday through Friday between 8:30 AM – 5:00 PM Central Time.
4. **No** voicemail or email reservations will be accepted.
5. Reservations **are tentative until full payment is received**. Payment in full is required within 10 business days of the email date used by the Three Fires Council to send the requestor the use agreement. Failure to pay for the rental in full, within 10 business days, releases the reservation with no obligation on the part of the Three Fires Council. The Three Fires Council is free to re-rent the property on the 11th business day of non-payment.
6. Reservation payments consist of rental costs and a \$50 refundable damage/cleaning deposit. Both must be paid within 10 business days of the use agreement email. Failure to view or open email in a timely manner may result in the loss of the rental.
7. Payment **must** be made either in person at the Norris or Deicke Scout Shops or by credit card over the phone to the Norris Scout Shop (630-797-4614). You may also pay by mail if time allows the payment to reach the Council office within the 10 business days.
8. Unit accounts may be used for payment. This process must be authorized by an email from an authorized signer sent to the Program Assistant.
9. Payment **may not** be made to Rangers on camp property - except for overages on number of total campers.
10. Any damages or excessive cleaning issues will cause the loss of the refundable deposit. The Camp Ranger will have full discretion on the loss of deposit. Any amounts in excess of the deposit will be billed to the Unit's account and may result in loss of future rentals.
11. **Reservations for daily rentals** generally start on 5:00 PM on Fridays and go through 11:00 AM on Saturday or start at noon on Saturday and go through 11:00 am on Sunday - unless arranged at the time of reservations or with the Ranger in advance. Additional charges may apply.
12. **Reservations for weekend rentals** generally start on 5:00 PM on Fridays and go through 11:00 AM on Sunday unless arranged at the time of reservations or with the Ranger in advance. Additional charges may apply.
13. The camps are for the benefit of all of our youth members. In order to accommodate the needs of as many Scouting groups as possible, we generally do not accept "entire camp" reservations.
14. Units/groups must check in upon arrival. Original camper estimates should be as accurate as possible. Attendance will be verified at arrival time and any amounts due **above** the original estimate should be adjusted accordingly. Unit checks can be accepted for the total camper differences at camp. Fewer Campers than estimated will not result in a refund.

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15. The actual placement of individual units or large groups on the property will be at the discretion of the Ranger based on group size, property use and ground conditions.
16. Leadership/supervision requirements must be met in accordance with the Boy Scouts of America as outlined in the Guide to Safe Scouting – found online.
17. Camp Rangers may appoint Camp Masters to act in their stead and will have the same authority as the Ranger in cases of policy and procedures.
18. Non- Scout use of Council properties requires the camp be used for appropriate activities consistent with the aims and ideals of the Boy Scouts of America. Our camps will only take reservations from recognized community groups, i.e. School and Church groups, other youth serving not for profit organizations and /or civic and fraternal organizations.
19. Non-Scout use Groups must furnish a roster of all names of Youth and Adults who will be on the property, including any contractors or vendors. As part of our use agreement, the group should provide the size of the group, the purpose of the activity, the times of operation, and the program that will take place.

### **Refund Policy:**

Upon request, refunds will be issued on the following basis:

- a. There is a 10.00 \$ service fee for all refunds
- b. 60 days or more prior to the date: 100% of the fees
- c. 30-59 days prior to the date: 50% of the fees
- d. Less than 30 days prior to the date – no refunds.

**For any questions, Please contact Three Fires Council - Program Assistant at 1- 630-584-9250 ext. 100**

**REFUNDABLE DEPOSIT RETURN REQUEST FORM - Page 3**  
**To be completed and returned by the Unit after rental is completed.**

**ATTENTION: NO DAMAGE/ CLEANING REFUNDS WILL BE PROCESSED WITHOUT THIS FORM.**

This portion must be completed by the Unit Leader and approved by the Ranger and returned to The Three Fires Council office, within 30 days of the rental activity, in order for a refund to be processed. Rangers are not responsible to return this form for your deposit refund or able to accept reservations for future dates.

Please Refund our damage /cleaning deposit for DATE:

Camp Property rented:

Unit #: Pack Troop Crew Post District : Council: Three Fires Council Amount: \_\_\_\_\_

Deposit to our Unit Store account - located at (circle one): Deicke Norris

Or

Mail Check made payable to:

(Circle one): Unit or Leader

Send check:

Street address \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Est. # of Youth on permit:

Est. # of Adults on permit:

Est. # of Total Campers on Permit:

Actual Youth: \_\_\_\_\_

Actual Adults: \_\_\_\_\_

Actual Total campers: \_\_\_\_\_

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

Camp Ranger/ Camp Master

Signed by Unit Leader: \_\_\_\_\_

Date: \_\_\_\_\_

Office Use only:

Date Refund Processed: \_\_\_\_\_ Amount Paid: \_\_\_\_\_ Receipt Number: \_\_\_\_\_

Check: Unit Deposit Account Difference Y: \_\_\_ Difference A: \_\_\_ Difference Total: \_\_\_\_\_

Notes: Deposit: Refundable \$ 50.00

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