

Jewish Community Center of the Lehigh Valley

Covid-19 Refund Policy

Child Care Programs

The JCC may also offer a refund in the following circumstances for JCC child care programs (ECE, Camp JCC and JLounge):

- A vaccinated child (or one that is not yet age-eligible for vaccination) is withheld from a JCC program because they have symptoms related to Covid-19 and are awaiting Covid-19 test results;
- A vaccinated child (or one that is not yet age-eligible for vaccination) has received a positive Covid-19 test result and is self-isolating;
- A child that is not age-eligible for vaccination is quarantining (at their option) due to close contact at a JCC program with someone with a probable or confirmed case of Covid-19;
- A vaccinated child (or one that is not yet age-eligible for vaccination) has been instructed by the JCC to quarantine; or
- The program a child is attending has been canceled or suspended at the JCC's discretion.

The JCC has the right to request documentation to support the reason for a child being withheld from a program. Note that children who are age-eligible for vaccination but choose not to be vaccinated are not eligible for refunds if they miss time at camp due to Covid-19 symptoms, testing, infection and/or quarantine. All campers are assumed to be unvaccinated until they show proof of vaccination.

Any refund in these circumstances will depend on the type of registration and the number of days of the program missed in any given week or month. For ECE students registered on a monthly basis:

- A prorated refund will be offered, if eligible, for any time missed beyond the first five days of each calendar month.
- Any refund will be a credit applied to the family's outstanding balance (if any), and then to the next scheduled membership or child care tuition payment.

For ECE students and Camp JCC campers registered on a weekly basis:

- Any day in which a camper attends, either in whole or in part, shall be considered a full day of attendance. Refunds will follow these guidelines:
 - If 1 or 2 days in a camp week are missed, no refund will be issued.
 - If 3 or 4 days in a camp week are missed, a 50% refund will be issued.
 - If all 5 days in a camp week are missed, a 100% refund will be issued.
- Any refund will be a credit applied to the family's outstanding balance (if any), and then to the next scheduled membership or child care tuition payment. If a credit still remains, it will be left on the family's account as a system credit to be used for any future JCC program or fee.

Children who are ages 5 years and 3 months and older are considered to be age-eligible for vaccination. Children who are ages 9 months and older will be considered to be age-eligible for vaccination as of October 1, 2022 (although some may be fully-vaccinated sooner if they choose the Moderna vaccine).

Other JCC Programs

For all other programs, refunds are only offered if the JCC cancels the program. In this case, a refund will be issued within 30 days as a credit to the person's JCC account. For one-time events, a full credit will be issued. For ongoing classes and programs, a prorated credit reflecting the number of sessions missed will be issued. At an individual's request, this credit may be refunded back to their original form of payment. There will be no refunds or credits for non-child care programs, events or classes missed as a result of illness, the choice to quarantine, or any other circumstances, whether related to Covid-19 or not.