



Payment, Cancellations & Admissions Policies

Our investment in planning, staffing, and provisioning cannot be recovered in the event of short-notice cancellations and transfers. Penalties do apply and are described below. *By requesting an Application for Outward Bound you are accountable for and subject to the information contained on these pages.* We have several programs for special populations that receive full tuition scholarships. If you are receiving a full scholarship tuition or your course is paid by a grant some information does not apply.

Deposit Refund Policies

The Tuition Deposit is due at the time of application and includes a **\$150 non-refundable enrollment processing fee**. The remaining \$350 of your deposit is refundable if you cancel your enrollment 90 days or more before your course starts.

- If you are waitlisted and a space does not become available, Outward Bound California will refund the full \$500 deposit.
- If that you are not cleared to participate on the course, Outward Bound California will retain the \$150 enrollment processing fee and refund \$350 of the deposit.
- If you are cleared to participate on the course, but cancel fewer than 90 days before the course start date, Outward Bound California will retain the full \$500 deposit.
- If you are more than 30 days past due on paying the tuition balance, Outward Bound California will cancel your enrollment and retain the full \$500 deposit.
- If you apply for a scholarship, turn in an application, and you are either denied a scholarship or do not receive sufficient funds, and for that reason choose to cancel, Outward Bound California will refund the full \$500 deposit.

Tuition & Fees

The total published cost of your course includes all tuition and fees associated with the course. Tuition covers the costs of food, instructors, permits, and equipment. Not included in this total cost are personal expenses such as clothing, insurance (health and travel), airfare, baggage fees.

Fees include a \$150 non-refundable enrollment processing fee and a \$150 transportation fee covering costs to and from the course start and end location and travel to and from course activities during the course.

The balance of tuition and fees is due **90 days prior to course start**. Be prepared to pay the full balance of tuition and fees at this time, even if you have yet to submit your completed enrollment packet or have yet to be cleared to participate on the course.

If your payment is not received by the deadline, this may be considered a cancellation, and you risk losing your place on the course and your \$500 deposit.

Tuition & Fees Refund Policy

In the event that you are not cleared to participate on the course, Outward Bound California will refund paid tuition and fees with the exception of the \$150 non-refundable enrollment processing fee.



The \$150 enrollment processing fee is refundable only if:

- Outward Bound California cancels your course
- You are waitlisted and a space does not become available on the course
- Your request for financial aid is denied or the award amount is not enough to allow you to participate on course

Cancellation

Outward Bound California cannot refund tuition and fees in the event that you are unable to attend or complete the course due to unexpected events, illness or injury.

There are no penalties in you cancel 90 days or more prior to the course start date and Outward Bound California will refund \$350 of your deposit and 100% of any tuition and fees paid.

If you cancel 90 days or fewer from course start, the cancellation penalties listed below, will apply to the full published tuition or full amount due (if any) for scholarship recipients. The penalty IS NOT based on the amount paid to date on the day you cancel.

Cancellation Penalties: If you cancel fewer than 90 days before your course the following penalties apply:

- **89-75 days from the course start date –Outward Bound California will retain the \$500 deposit
- **74-60 days from the course start date – Outward Bound California will refund 75%of paid tuition and fees
- **59-45 days from the course start date – Outward Bound California will refund 50%of paid tuition and fees
- **Fewer than 44 days from the course start date - Outward Bound California will not issue a refund
- ** Early Departure (injury, illness, expulsion etc.) – Outward Bound California will not issue a refund

Waitlists

If enrolled on the waitlist for a course you will be required to submit the \$500 deposit and all requested enrollment forms. If a space becomes available, we will offer it to the applicant who returned their paperwork first, NOT to the applicant who enrolled first. You will have 24 hours to respond.

If a space does not become available, or you elect to be removed from the waitlist because a space has not yet become available, Outward Bound California will refund the full \$500 deposit.

If a space does become available on the course and you elect not to take it, the \$150 enrollment processing fee will not be refunded.

Course Transfer Policy

You may transfer from one course to another one time for no penalty if it is more than 60 days from the course start date. A \$100 transfer fee will apply to subsequent transfers more than 60 days from the course start date.

For transfers fewer than 60 days before the course start date, you will forfeit 50% of your paid tuition and fees and the other 50% will be applied to your new course. Outward Bound California will not issue a refund for any transfers fewer than 30 days before the course start date.



Early Departures

IF YOU ARE EXPELLED FROM COURSE

You will incur a 100% tuition penalty and may be subject to an additional Early Departure Fee to cover the expense of accompanying and transporting the student from the course area. This will vary depending upon the location of the student and availability of resources.

OTHER EARLY DEPARTURES

Some students leave course early due to illness, injury or family emergency. We will do our best to make this process as smooth as possible. We will not be able to provide you with a refund or a credit when you leave a course early. We strongly recommend that you purchase travel insurance that covers these scenarios.

Travel Insurance

If you cancel 90 days or fewer from a course start, the cancellation penalties listed above will apply to the full, published tuition or the full amount (if any) for scholarship recipients. The penalty IS NOT based on the amount paid to date on the day you cancel. Outward Bound California recommends that you purchase third party travel insurance. If you would like assistance with travel insurance, you may contact:

Ruby Frederick, CTA - Southlands Travel
Phone: 303-680-5241
Email: ruby@southlandstravel.com

Application Process

Outward Bound requires timely return of the Application. Late return of the Application will delay the review of other customers' applications and will jeopardize your spot on course. Return your Application Packet and forms by the due date assigned. We will not accept forms that have been altered or edited by the applicant. If your Application or tuition is past due your spot may be made available to other applicants. Application materials more than 14 days overdue may constitute a cancel and cancellation penalties will apply.

Failure to provide accurate complete information could compromise your or other participant's safety and course quality. Our goal is for every student to have a successful course. By sharing all physical, emotional or behavioral conditions, we can help you choose the course that will provide you with the highest chance for success. Additionally, undisclosed conditions that result in early departure are not eligible for a refund.

Please report injuries, illnesses, new medications or changes to your prescription to your course advisor. If you arrive on course with an unreported medical condition or other diagnosis or if you have changed the type or amount of medications since submitting your medical form, and have not told us about it, you may not be allowed to begin your course!

Outward Bound recommends that you delay purchasing airline tickets until you are medically approved and have received confirmation that your course has adequate enrollment to meet our minimum group size. You may elect to purchase tickets before receiving that information BUT if you do and your course is cancelled, Outward Bound will not be responsible for your un-used airline ticket. However, if you wait to purchase until we HAVE approved you and your course is cancelled we will reimburse you up to \$150 to assist with the change fees so you can use the airline ticket in the future. Documentation is required. We do not reimburse you for gear or clothing you have purchased, hotels, or other expenses.



On Course

Your course itinerary may vary. Depending on weather, the skill level of your group or other conditions, certain high-impact activities like rafting, rock climbing, peak attempts, or ropes courses may not be possible. Change in the published itinerary does not constitute a change in the promise of the product sold and will not result in a refund.

Students may be charged for lost or damaged gear.

You will be traveling with a group of diverse individuals. Group members may have varying levels of physical fitness, different learning styles, temperaments and world views. We expect all students to be respectful of one another, and to learn from the unique contributions of each member of the team.

All courses are open to all genders unless otherwise published. However there is no guarantee that the course will attract a mixed gender group. Students on courses with a maximum age of 18 or younger will sleep in single gender groups, according to gender identity, with the instructors nearby except in instances of Independent Travel (see page 4). All other activities occur in all gender groups with varying degrees of instructor supervision, depending upon the activities, age, and length of the course.

Supervision – Depending on the age range of your course, students may not be directly supervised at all times. Students on courses for ages 16 and older may travel unsupervised if they have demonstrated adequate competence and spent more than 10 days in that activity. The older the student groups the more unsupervised travel the groups might be judged ready to take on. Call your course advisor for details. Students who attend courses and fall outside the published age range will be supervised according to the published age.

Our purpose, our intent, is to help and support students so they can successfully complete their course. With that said, if a student is determined to leave the course we simply cannot and will not make them stay for their personal safety and that of the group. Parents will be contacted to arrange for their child's travel home.

You may be expelled from course and required to leave if we determine that you are:

- Unwilling or unmotivated to participate and shoulder your responsibility as a member of a wilderness expedition team
- Posing a danger, through misconduct or unsafe practices, to yourself or others
- Defiant, harassing or otherwise compromising the emotional safety of others
**Please see Student Non Discrimination Policy and Diversity Statement below
- Using alcohol, drugs (including prescription medication not prescribed to you or sharing your medication) or tobacco products while on their course
- Engaging in sexual activity

If a student is exhibiting these behaviors on course, instructors typically start by working with the student individually, then contacting the base camp for additional resources or calling a parent, then, if the problems persist, removing the students from the field. However, students who break the law endanger others or at our discretion could be expelled immediately. While we do train our staff in managing teen behaviors and design the courses to support positive behaviors, our instructors' priority is wilderness risk management, not student behavioral management.



Other Information

Divorced parents and third party payers; we only require one legal guardian signature. It is up to you to fulfill any obligations or decision-making agreements with your former spouse. Similarly, you are responsible for informing a third party payer of the cancellation penalties and any subsequent financial obligation is yours.

****Student Non-Discrimination Policy and Diversity Statement**

Outward Bound California prohibits discrimination against any student or applicant because of race, color, religion, sex, gender, ethnic or national origin, sexual orientation, qualified individuals with disabilities on the basis of disability, or any other category which may be protected by applicable state or federal law. Outward Bound California also promotes respect for all people, and will not tolerate harassment based on any of these characteristics nor on differences based on gender identity or expression.