

CANCELLATION & TRANSFER POLICIES

Our cancellation/refund and transfer policies are based on our investment in planning, staffing and provisioning for all courses. These expenses are not recoverable, and short-notice cancellations and transfers often prevent others from attending.

Cancellation Penalties

If you cancel, Outward Bound retains the \$100 application fee and the following percentage of **full course tuition** (not the amount you have paid to date):

Cancellation Notice Received.....	Percent Tuition Forfeited
60+ days before course start.....	0
30-59 days before course start.....	25%
15-29 days before course start.....	50%
0-15 days before course start.....	100%

(See the cancellation/early departure protection plan information to protect your investment.)

Early Departure Policy

If you leave your course early because of a medical or family emergency, you are eligible to receive a pro-rated credit towards a future course. If you purchase Outward Bound's Cancellation/Early Departure Protection Plan you are eligible for a pro-rated tuition refund. *There are no refunds because of voluntary withdrawal for motivational reasons, "no show" or dismissal. All tuition and fees paid are forfeited. In addition, you may incur an evacuation fee and/or be liable for evacuation expenses.*

Note to Parents

While we make every attempt to keep motivation high, if your child is not willing to participate, or is determined to leave the course, we will call you and arrange to send him/her home. There will be no refund. We will not keep any student against his/her will, and we expect full participation from all individuals.

Transfer Policy

You may transfer to another course at no cost one time only, as long as the request is made more than 30 days before the course start date. If you request a transfer less than 30 days before your course start date, you will forfeit a portion of tuition.

CANCELLATION/EARLY DEPARTURE PROTECTION PLAN

Protect your course tuition with the Cancellation/Early Departure Protection Plan. If you purchase the Protection Plan more than 30 days prior to your course start date, and you cancel your application due to a medical or family emergency, you can receive a 100% refund of your tuition and Transportation Fee.* The Plan also guarantees that if a personal injury, illness or family emergency results in an early departure, you will be refunded a prorated share of your tuition (once the course begins we retain your full transportation fee).*

If you purchase the Plan less than 30 days prior to your course start date you are eligible for a pro-rated refund of your tuition if a personal injury, illness or family emergency results in an early departure. Any pre-course cancellation will be subject to our Cancellation Policies as stated above.

To receive the full refund, you must submit a letter outlining reasons for the cancellation and provide appropriate documentation. There is no refund for cancellation due to a change in schedule or for motivational reasons. To receive a refund in the event of early departure, we must receive a refund request from you in writing within 45 days of leaving your course. *There is no refund for removal due to behavioral or motivational reasons or expulsion.*

Protection Plan Qualification

To qualify for the Cancellation/Early Departure Protection Plan, you must purchase it at least 30 days prior to your course start date. You may purchase only the Early Departure Protection Plan if under 30 days. The Cancellation/Early Departure Protection Plan only covers events that take place after Outward Bound receives your full payment for the plan. The fees for this plan are as follows:

Length of course	Cost of Plan
4-11 days\$75
12-27 days\$125
28-59 days\$175
60+ days\$225

The Protection Plan fee is non-refundable within 60 days of your course start date. To purchase this protection, or for more information, call 800-841-0186.

**The application fee and Protection Plan costs are nonrefundable.*