



Participant Account and Payment Policies

Updated March 2012

Thank you for your interest in the Outdoors for All Foundation's activities. Below you will find a summary of our registration and payment policies.

Registering for Activities: A non-refundable minimum deposit of \$50 per activity must accompany your registration to secure your space. This amount will be applied to the total fees. If the activity fee is less than \$50, then the deposit owed will be the activity fee. **Full payment is due by the first day of the activity.** Requesting a payment plan may extend the deadline. Previous account balances must be paid prior to registering for new activities.

Accounts that are 60 days past due and do not have a payment plan in place will be transferred to Transworld Systems for collection assistance. Should this be necessary, a service fee/rebilling fee will be added to your account of \$25. Interest on past due accounts may also be applicable.

Cancellation Policy: A \$50 non-refundable deposit is required for all Outdoors for All activities. Should you need to cancel an activity for which you are registered, please notify the Outdoors for All office at least 10 days before the activity is scheduled to begin in order to receive a refund (less the \$50 non-refundable deposit). Should you need to change your registration to a different activity a \$25 change fee will be assessed. If Outdoors for All must cancel an activity and cannot reschedule, a full refund will be offered.

If a participant cancels an activity and does not notify the office at least 10 days prior to the activity, the participant will be responsible for the full balance. No discounted rates are given due to participant absence or choice of nonparticipation.

Caregiver Requirements: Outdoors for All staff and volunteers are not prepared or trained to handle significant personal care needs (for example restroom needs). Individuals requiring extra support for restroom and other personal care needs must provide their own caregiver. Outdoors for All staff and volunteers will not dispense medication to participants.

Financial Scholarships: Financial Scholarships are available to participants based on availability of funding. Outdoors for All awards partial financial scholarships based on our application guidelines. **All scholarship applications must be made a minimum of 2 weeks in advance of activity start date.** Financial scholarships are awarded on a monthly basis.

Financial scholarships are awarded based on availability and currently may range from 40%-70% of total activity costs, with a maximum award of \$650.00 per participant per season. Requests for

awards greater than \$650.00 may be submitted to our Financial Aid Committee for further consideration. As with any registration, a \$50.00 deposit per activity must be submitted in order to secure a place in an activity regardless of financial scholarship application status.

Thanks to the generosity of our donors, we offer a number of free activities throughout the year, please see our “Demo Days” on our program calendar on our website.

To submit a financial scholarship application, please download a financial scholarship application from our website and submit to our office.

DDD Respite Funding: Outdoors for All is a registered contractor with the Washington State Department of Social and Health Services / DSHS, and is therefore eligible to accept Division of Developmental Disabilities / DDD respite funds for payment of activities. **Outdoors for All does not bill DSHS directly** – it is the participant’s (or caregiver’s) responsibility to submit our invoice for payment to their caseworker for approval to pay balance. **In the event of non-payment by DSHS, the participant will be responsible for paying the balance.** Contact your DDD case manager for details.

Participants are required to submit a \$50 deposit regardless of whether DDD will be paying for the activity in order to secure a place in the activity. Under rare cases, a deposit exemption may be issued, please contact accounts@outdoorsforall.org for an exemption form; however, note that your registration will not be complete without a deposit or approved exemption. Once the DDD funds are received in full by Outdoors for All, the deposit may be refundable to the participant upon contacting our office at accounts@outdoorsforall.org or 206.838.6030.

Absences/Credit/Refund Policy: Once lessons have begun, partial credits/refunds may be given only for significant medical circumstances and approved by the Program Director. However, if you as a participant cancel from an activity with 10 days or more notice prior to the start of the activity you will be eligible for a tuition refund less the \$50 non-refundable deposit. If you cancel from an activity and do not notify the office with at least 10 days notice prior to the activity, you are responsible for the full activity cost. Season passes and other outside vendor fees such as overnight accommodations are non-refundable. If you are going to be absent, please call the Outdoors for All Hotline (206.838.4995) and leave a message.

Credits / refunds or make-up lessons are not given for participant absences. In the event that multi-week lessons are cancelled by Outdoors for All (weather or otherwise), please be aware that make-up lessons will be scheduled. If Outdoors for All must cancel an activity and cannot reschedule the activity, you will be eligible for a full refund.

If you have any further questions, please contact accounts@outdoorsforall.org or 206.838.6030. Thank you.