



Registration Policies

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Outdoors for All Registration and Refund Policies

Third Party Billing:

Outdoors for All does not accept DSHS (DDA) Respite Funding for payment.

Third party payments need to be received before the payment due date.

Financial Scholarships:

Financial Aid is available to participants based on availability of funds on a first come, first served basis. Financial aid may cover up to 90% of total activity cost, with a maximum award of \$2,000 per participant per season (Winter: October-March. Summer: April-September).

To be considered for financial scholarships, participants must be registered for the program for which they are requesting financial aid and have a submitted application by the deadline. <https://www.tfaforms.com/4710621>

Payment Policy:

Financial aid payment plans are available for individuals looking to apply for financial assistance. Payment plans require 10% of total cost at time of registration and authorization of automatic payments to the card on file.

Enrollments off the waitlist are not finalized until payment is received. If payment is not received within 48 hours, you will be withdrawn and moved to the end of the waitlist.

The full balance is due 14 business days prior to the start of the program. Any accounts with outstanding balances after that time risk withdrawal and loss of 10% of program fees.

Any overdue balances on account after program completion will result in account suspension until payment is received. Additional fees will apply.

Cancellation/Refund Policy:

Canceled registrations more than 14 business days prior to the first program activity day will receive a full refund less a -\$15 administrative fee.

Cancellations less than 14 business days prior to the first program activity day will forfeit the 10% down payment made at time of registration.

Cancellations less than 7 business days prior to the first program activity day will forfeit the full program fee, including fees for equipment rentals, lift tickets, and any additional costs.

Any changes to registrations made less than 7 business days prior to the program start date are non-refundable and will incur a \$15 administrative fee. Payment needs to be made in full before attending programs.

A refund or pro-rate will not be given to participants who –

- are asked to miss a program due to not meeting our EEC requirements
- are absent either planned or unplanned for general programs or make-up days
- miss a program due to balance on account

Program Cancellation:

Outdoors for All will reschedule canceled programs if and when viable. Refunds for canceled programs will be

made at the discretion of Outdoors for All and are not guaranteed. Pro-rated refunds will be evaluated based on circumstances and impacts of cancelation. Some fees are considered flat rate fees and are not eligible for prorate or refund.

Registration Transfer Policy:

Changes in completed registration including date or location change will be charged a \$25 transfer fee in addition to general registration fees. Email programs@outdoorsforall.org for transfer information.

Outdoors for All Essential Eligibility Criteria (EEC)

Outdoors for All programs and activities are suited for a wide range of individuals with disabilities; however, not all programs and activities are suitable for all individuals. The qualifications for participation in Outdoors for All's programs vary by program and activity. Outdoors for All does not discriminate, exclude, or deny any qualified individuals from participating in its programs and activities.

If an individual participant is unable to meet the below criteria, we may be able to assist the individual with reasonable accommodation unless it alters the fundamental nature of the activity or compromises the health and safety of participants, volunteers, staff, or self. Outdoors for All reserves the right to request that a guardian/caregiver be accessible to program staff while the student is participating in the program.

Participants, caregivers, staff, and volunteers of any Outdoors for All program or activity must meet all of the following to participate.

General Qualifications:

- Be able to manage personal care independently or with the assistance of a **caregiver***. Personal care is identified as but not limited to: (changing clothes, personal hygiene, eating, using restroom).
- Be able to follow instructions, stay with the group, and effectively communicate independently or with the assistance of a caregiver*.
- Be able to safely tolerate elevation of 3,000 ft and above for duration of activity time – for snow sport activities, outdoor climbing, and hiking.
- Be able to transfer safely in and out of equipment independently or with the assistance of a caregiver*.
- Be able to remain adequately hydrated, fed, and properly dressed in order to remain generally healthy, regulate body temperature, and be able to avoid environmental injuries such as hypothermia, heat-related illness, sunburn, and frostbite.
- Be able to effectively signal or notify staff, volunteers, or caregivers of personal distress, injury or need for assistance.
- If taking prescription medications, be able to maintain proper dosage by medicating independently or with the assistance of a personal care attendant or with verbal prompt by staff member.
- Be able to tolerate activity participation throughout the duration of the program and/or communicate need for rest breaks.
- Be prepared to participate in physically strenuous activities that may require physical ability beyond what

many people are accustomed to in their day-to-day lives.

- Be able to wear all safety equipment correctly such as, but not limited to, helmet, spray skirts, or personal flotation device.
- Be comfortable traveling in outdoor settings where access to advanced medical care may be delayed.
- Contribute to a safe environment— Be able to refrain from behaviors that pose a risk to self and others independently or with the assistance of a caregiver. *
 - Examples include aggression, harassment, abusive behavior, inability to set boundaries, lack of safety awareness, ignoring safety precautions identified by instructors, drug/alcohol use or influence.
- Appropriately fit in and use equipment for body type, height, and weight without going beyond the weight capacity or other limitations of program equipment

*** For the use of this document, a caregiver can be a personal support person, behavioral therapist, family member, or friend and excludes all Outdoors for All staff or volunteers.**

***See Essential Eligibility Criteria document for program specific criteria.**

Caregiver Information

If a participant requires 1:1 care in the school day, in the execution of their activities of daily living, or to meet the EEC, they will need a caregiver within the program as well. This includes medical needs, behavior concerns, wandering tendencies, as well as assistance with toileting or changing clothes, etc. If this kind of supervision is necessary, a caregiver is REQUIRED to accompany the participant, no additional fee will be charged. Please note at registration if a caregiver will be attending.

Caregiver Definition: A caregiver must be able to meet the EEC and support the participant in their meeting of the EEC. A caregiver's primary responsibility is to provide support to the participant. Only one caregiver should attend with the participant unless written approval has been granted by the Outdoors for All Program Director. If an activity allows the caregiver to participate alongside the attending participant, Outdoors for All will do its best to make space for the caregiver to join as well. Within certain activities, it is not possible to have a caregiver attend alongside the participant. If you are unsure if an Outdoors for All program is the right choice for you or your participant, please contact our office to speak to a staff member.

Illness & Injury Protocol

We ask that participants, volunteers, and staff avoid program areas when feeling unwell. If an individual is demonstrating signs of sickness or feeling unwell, the individual may be asked to leave the program until symptoms have subsided. Refunds and prorated refunds will not be provided for missed lessons without proper cancellation in line with our cancellation policies above.

If a participant sustains an injury during a program that prevents them from continuing participation, refunds or credits will not be issued for the unused portion of the program.

Program fees cover costs that have already been incurred, including but not limited to staffing, equipment, facility reservations, transportation, permits, and program administration. These costs remain regardless of whether a

participant is able to complete the activity.

If a participant is injured before the start of a program, the organization's standard cancellation policy will apply unless otherwise stated.

The organization reserves the right to make exceptions in extraordinary circumstances at its sole discretion.

Drop-off/Arrival & Pick-Up

Participants should arrive ready to participate as best as possible, and no more than 15 minutes prior to the start of their activity, unless specified in the confirmation process.

Participants under the age of 18, or those that do not drive themselves, are to be picked up from the activity area by a family member, legal guardian, or approved caregiver, no more than 10 minutes after the conclusion of their lesson. If taking Metro Access, the participant must be picked up by the conclusion of the program to avoid incurring a late pick-up fee. Access typically requires a 30-minute pick up/drop off window when scheduling. If Metro does not arrive within the requested window, Outdoors for All has the right to request a participant use alternative means of transportation in the future.

Participants will incur a \$10 minimum charge if left in the care of an Outdoors for All staff member or volunteer (beyond the first 10 minutes after the conclusion of their lesson). Late pick-up fees will be added to the participant's ActiveNet account. Participants cannot return to programs until this late fee is paid in full.

Early pick up and late drop offs are only permitted with prior approval from staff leads and only if it doesn't disrupt the activity. (Pro-rates will not be given)

Rental Equipment

Outdoors for All rental equipment is for Outdoors for All participants only. Fees for equipment rentals are specified in the registration process and are required to be paid before rental pick-up. Outdoors for All charges sales tax on equipment rentals.

Normal wear and tear to equipment is acceptable. Participants are responsible for the upkeep of the equipment throughout the session, reporting damage to Outdoors for All staff, and the safe return of the equipment at the conclusion of lessons. Should the equipment face damage beyond normal wear and tear, or is lost/stolen, the participant is responsible for the maintenance, or replacement, of the equipment through a reputable manufacturer or retailer.

Participants renting an off-site rental must have appropriate transportation for the equipment and storage to protect the equipment from loss, theft, or damage. Off-site rentals are based on staff availability and must be requested at least two business days in advance. A \$15 cancellation fee will be collected if canceled with less than 24 hours notice. Late returns or payments will incur additional fees based on time and maintenance needed.

Helmets, PFDS, and Related Safety Equipment:

Participants in Outdoors for All downhill winter sports program, cycling, or outdoor climbing programs must wear appropriate helmets. Individuals participating in watersports must be able to appropriately wear a Personal Flotation Device (PFD). In some cases, additional safety equipment will be recommended by staff or volunteers.

Program Management and Expectations

Staff and Volunteers:

Outdoors for All staff are trained instructors in adaptive recreation and passionate about bringing the outdoor experience to everyone. We also utilize the support of trained volunteer instructors and interns during program sessions. All staff members and volunteers are trained to deliver Outdoors for All programs with an emphasis on safety, fun and learning.

Staff members and volunteers are provided the tools and training to coach small groups and one-on-one lessons for winter, cycling, mountain biking, watersports, rock climbing, hiking, and other outdoor activities. To best serve the unique needs, abilities and interests of participants, staff and volunteers have access to participant health forms; better known within Outdoors for All as the Participant Information Form. Staff and volunteers are trained to utilize the information provided in the Participant Information Form to make equipment selections, set up equipment, and create weekly lesson plans tailored to each student. Staff and volunteers acknowledge the sensitive nature of each participants' form and receive training on information privacy.

Outdoors for All staff and volunteers work to support the needs of each participant within the selected activity and program. Outdoors for All staff and volunteers are not trained to support activities of daily living; such as toileting, medical needs, dressing, or behavioral needs.

The Outdoors for All Foundation will not discriminate in any of our endeavors based on disability, race, religion, sexual or gender orientation or national or ethnic origin.

Abuse Prevention and Reporting:

Outdoors for All does not tolerate abuse or neglect of any kind, between any association of staff, volunteers, participants, family members, or caregivers. In Washington State, abuse or neglect is defined as the physical, sexual, or emotional injury of a child (or vulnerable adult) by any person under circumstances which cause harm to the individual's health, welfare, or safety; or the negligent treatment or maltreatment of a child (or vulnerable adult) by a person responsible for or providing care to the child.

If there is suspected abuse or neglect, or a claim of abuse or neglect, taking place within an Outdoors for All program, or with a participant who is involved in an Outdoors for All program, Outdoors for All has a legal and ethical responsibility to report such suspensions or claims to the appropriate authorities and/or support investigations into such claims of abuse or neglect.

During an investigation, Outdoors for All may limit the participation of individuals involved in the claim. Outdoors for All does not have an obligation to share the details of an investigation with those involved in the claim, to protect privacy and prevent retaliation of those involved.

Staff and volunteers complete yearly training on abuse and neglect prevention and reporting practices within Washington State.

Electronic Communications and Media:

Outdoors for All staff and volunteers utilize electronic communications to provide program updates and notifications on the status of programs. Staff and volunteers are trained to keep these communications

professional in nature. When writing to a youth participant, or a vulnerable adult, staff and volunteers are advised to include a parent or legal guardian in the communication, or to include another staff member. The most common form of electronic communication is email. Text messages between cellphones is occasionally utilized to provide quicker updates on the status of programs.

Outdoors for All asks that participants writing to staff, or volunteers also keep communications professional in nature, and program related. Should a participant send electronic communications that are not related to a program, staff and volunteers are asked to report these threads of communication to the Program Director for follow-up with the participant, and/or the participant's parent or legal guardian.

Regarding social media, staff are asked to not follow or "friend" any participant. Should a participant choose to follow or "friend" a staff member, staff are advised not to accept the request from the participant. Should a participant choose to follow or "friend" a volunteer, volunteers are discouraged from accepting the request, especially from youth participants (or vulnerable adults).

By signing this document, you give Outdoors for All permission to take your photo during programs and use it for publicity purposes.