



## Admission and Cancellation Policies

These policies clarify the admission and enrollment process. In certain cases, you may incur non-refundable or additional fees. **Please read this material carefully** as by submitting an application to Colorado Outward Bound School you agree to the following provisions.

### Admissions

#### Deposits

Outward Bound requires a \$500 deposit submitted with a completed enrollment form to reserve a spot on course. Your \$500 deposit is applied toward the total cost of tuition and fees for the course.

Deposits fees vary for Grieving Teens courses.

#### Deposit Refund Policy

The deposit includes a \$150 non-refundable *enrollment processing fee*. The remaining \$350 deposit is refundable if you cancel your enrollment prior to 90 days from the start of the course.

- In the event you are not approved for participation, Outward Bound will refund \$350 of the deposit.
- If you are waitlisted and the spot does not become available, Outward Bound will refund the full \$500 deposit.
- If you apply for a scholarship, turn in an application, and are either not awarded a scholarship or are not awarded sufficient funds in order to afford the course, Outward Bound will refund the full \$500 deposit.

#### The Application Packet

**Failure to provide accurate and complete information** could compromise safety and course quality for yourself and other participant's. Our goal is for every student to have a successful course. By sharing any physical, emotional or behavioral conditions, we can help you choose the course that will provide you with the greatest chance for success. Undisclosed conditions that result in an early departure will terminate any eligibility for a refund.

**Outward Bound requires the return of the Application Packet by the due date assigned in your registration email.** A late application will jeopardize your enrollment and your spot may be made available to other applicants. **Application materials more than 14 days overdue may be considered a cancellation and cancellation penalties may apply.** We will not accept forms that have been altered or edited by the applicant.

**Please report injuries, illnesses, new medications or changes to your prescriptions to your course advisor.** If you arrive on course and have not told us about a new medical condition or have changed the type or amount of your medications since submitting your medical form, you may not be allowed to begin your course! This includes stopping an approved medication dosage.



**Outward Bound recommends that you delay purchasing airline tickets** until you are cleared for participation and have received confirmation that your course has adequate enrollment to meet the minimum group size. If you decide to purchase tickets before receiving that information, and your course is cancelled or you are not approved for the course, Outward Bound will not be responsible for any un-used airline tickets. However, if you wait to purchase tickets 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 are unable to reimburse you for gear or clothing you have purchased, hotels, or other expenses.

## Course Tuition and Fees

The total published cost of the course includes all tuition and fees associated with the course. Tuition covers the costs of food, instructors, permits, gear, and equipment while on course. Tuition does not cover personal expenses such as clothing, insurance, airfare, hotels, or baggage fees.

Fees include a \$150 non-refundable enrollment processing fee covering costs associated with reviewing your enrollment packet and a \$150 transportation fee covering costs related to local travel during course.

Full payment is due 45 days before the course start. If your payment is not received by the deadline, this may be considered a cancellation and you risk losing your place on the course. Please be prepared to pay the full balance of tuition and fees at this time even if you have not submitted your completed application packet or your application is still under review. If you enroll within 90 days to course start, full payment is within 5 days of enrollment.

## Transfers

You may transfer from your initial course to another, but such transfers may incur an additional cost. Please review the following policies:

- \*60 days or more from course start: No fee for one transfer; \$100 for fee for each additional transfer.
- \*30-59 days from the course start: 50% of the tuition may be applied towards your new course; 50% of the tuition is forfeited.
- \*29 days or fewer: No refund or credit

## Waitlists

We maintain waitlists for courses that are already full. To be on the waitlist, we must receive your completed application form, including \$500 deposit. If a spot opens, you will have 24 hours to respond. You may decline the spot and receive a refund. If a spot has not opened prior to 21 days from the course start and you wish to withdraw your application, we will refund your full deposit.



## Cancellations

If you cancel 89 days or less from course start, the cancellation fees listed below, will apply to the **full published tuition** the fee **IS NOT** based on the amount paid to date on the day you cancel.

**Cancellation Fees:** If you cancel 89 days or less before your course the following penalties apply. Colorado Outward Bound School will keep your \$500 deposit. The penalties below are based on the remaining tuition.

**\*\*89-75 days = \$500 deposit penalty**

**\*\*74-60 days =25% remaining tuition penalty**

**\*\*59-45 days = 50% remaining tuition penalty**

**\*\* 44-0 days =No refund**

**Early Departure (injury, illness, expulsion, etc.) = No refund**

## Coronavirus, COVID-19 Cancellation Policy: effective March 19, 2020 through July 1, 2020.

If you are canceling your course for any reason due to COVID-19 44 days or less prior to course start, Outward Bound is offering a course credit (less the \$150 application fee). The course credit must be used by September 1, 2021.

Please contact your course advisor as soon as you can if you intend to cancel your enrollment due to COVID-19 so they can assist you in receiving your course credit.

## Early Departures

### IF YOU ARE EXPELLED FROM COURSE

You will 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 may have to leave their course due to injury, illness, lack of motivation, or a 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.** We strongly recommend that you purchase travel insurance to cover these scenarios

### Travel Insurance

COBS recommends that you investigate travel insurance policies offered by a third party such as Travelex: [www.travelexinsurance.com](http://www.travelexinsurance.com). Travel insurance differs from company to company and policy to policy. Make sure to research your options carefully. If you need assistance choosing a plan, please contact COBS Travel Agent Ruby Frederick at [ruby@southlandstravel.com](mailto:ruby@southlandstravel.com) or 303-680-5241.



## 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.** Please read the required gear list for your specific course to see what equipment COBS supplies.

**You will be traveling with a group of diverse individuals.** All students are thoroughly screened and we make every effort to ensure that all participants are capable of full participation. However, other students may adversely affect your experience by being less fit, less articulate, or less pleasant than you or your child. This is the inherent nature of the experience and cannot always be prevented.

**All courses are open to co-ed enrollment unless otherwise indicated.** There is however, no guarantee that every course will attract a mixed gender group. All other activities occur in co-ed 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 18 and older may travel unsupervised if they have demonstrated adequate competence. The older the student groups are the more unsupervised travel they might be judged ready to take on. Contact 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 is to support students** so they can successfully complete their course. However, if a student is determined to leave the course we cannot and will not force them to stay against their will. In that event, parents will be contacted to arrange for their child's travel home.

**As a student, you will be expelled from your course** and required to leave if we determine you are:

- Unwilling or unmotivated to participate and carry out your responsibilities 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
- Using alcohol, marijuana, vapes, drugs (including non-prescribed prescription medication or the sharing of prescribed drugs) or tobacco/nicotine products while on their course
- Engaging in sexual activity
- Engaging in any illegal activities or endangering themselves or others

If a student exhibits any other inappropriate behavior on course, they may be removed from the course. Instructors typically work with the student individually, may use additional resources available from the base, or consult a parent, before removing a student from the field. While we do train our staff in managing teen behaviors and design the courses to support positive behaviors, our priority is the safety of the group, not student behavioral management.



## **Other Information**

**Divorced parents and third party payers.** We require the signature of one legal guardian to enroll a minor. It is up to you to fulfill any obligations or decision-making agreements in joint custody situations. Similarly, you are responsible for informing a third party payer of all potential financial obligations, fees or penalties.

## **Disputes**

If you are dissatisfied with your experience, please contact the Student Services Manager by calling 720-381-6589. We will investigate your experience and may be able to provide you with additional information. Refunds and credits are generally not available. In rare cases, credits may be awarded solely at the discretion of the Student Services Manager.