

New Vision Wilderness Cancellation Policies

New Vision Wilderness Cancellation, Transfer & Early Departure 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. NVW is a choice-based program. However we do work with resistant teens and we are realistic about the chances of client refusal or emergency. We aim to assess the likelihood of a client refusal with the referring source/parent through our intake process.

In the event that a course is cancelled due to low enrollment or weather related safety concerns, NVW reserves the right to reschedule the program/event or completely refund fees.

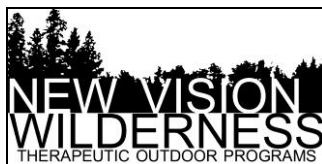
Making changes to by canceling entirely, moving from one course to the other or leaving your course early can result in penalties related to the timing (for transfers or cancels) relative to course start. The chart below outlines the various scenarios and our refund policies for each.

Therapy Expeditions: (including 1:1 Programs and Mentoring):

A 30% non-refundable deposit is required at time of registration in order to reserve a spot. Deposits are transferable. Full payment must be received 30 days prior to program start. Charges for cancellations are assessed based on some of these incurred costs:

- Intake Processing
- Phone Assessments
- Parent Interviews
- Social worker/Referral Interview
- Equipment Preparation
- Food Purchasing/Preparation
- Transportation

Days from start	Voluntary Cancellation, Transfer or Early Departure	Emergency Cancellation, Transfer or Early Departure
60 days or more	100% refunded or applied to new course	100% refunded
30-59 days	75% refunded or applied to new course	75% refunded OR 100% applied to new or future course
15-29	50% refunded or applied to new course	50% refunded OR 75% applied to new or future course
14 or less	No refund or credit	50% applied to new or future course
After course start	No refund or credit	Prorated credit up to 50% of total tuition, Prorated refund of tuition only for days not attended.



School Programs: School programs are highly individualized programs, with many resources going into the planning, preparation, and facilitation of the program. In the event of a school cancelling a scheduled program, NVW policy:

1. NVW bill school 85% of course costs for last minute cancellation or student no-shows. (24 hours or less)
2. NVW bill school 50% of course costs for courses cancelled 1-7 days in advance due to lack of enrollment.
3. NVW bill school 25% of course costs for trips that are cancelled 7-14 days in advance.
4. NVW bill school 0 dollars for courses that are that are cancelled 14 days or more in advance.

Social Service Agencies and Counties: Social Service agencies will be billed 30% of course fee for last minute client refusals. In the event of client refusal or early departure d/t behavioral or safety concerns after beginning of course, agency will be billed at prorated daily rate plus 50% of remaining days of course.

Voluntary refers to Transfers, Cancellations or Early Departures that are based on schedule changes, change of mind, personal choice or other elective reasons. This category includes no-shows, expulsions and Early Departures (leaving course early) due to an undisclosed pre-existing condition, injury, medication or behavioral history. There are no refunds for Voluntary changes. *NVW reserves the right to discharge any client due to significant behavioral or safety concerns. This case will be considered a Voluntary Cancellation.

Emergency refers to Transfers, Cancellations or Early Departures that are due to family emergencies (significant illness or death) or injuries and require documentation in writing within 45 days. There are refunds or credits for most Emergency changes.

Refund percentages are based on the total of the Course fee, not of total payments to date. The deposit is not refundable.

Transfer fee - An additional fee of \$100 may be applied to 2nd or any subsequent Voluntary Transfers.

