

## Registration & Admissions Policies

### 1. Admissions & Non-Discrimination Policy

Natural Leaders is an educational company and is open to all who wish to attend. Our admission process does not discriminate by race, creed, sex, color, religion, disability, sexual orientation or national origin (courses do carry age restrictions, and some courses are separated by gender). We reserve the right to refuse admission to our program if we consider that the physical or emotional health of the student may present a risk to the student or other participants.

### 2. Registration

We suggest you register for your Natural Leaders program as early as possible to reserve your spot in a program. We accept registration on a first-come, first-served basis, after allowing previous registrants to reserve their spots for the following year's programming. Final acceptance in a program is dependent on receipt and review of all forms.

In order to safely and adequately prepare for the enrollment of all students, the student's Registration Profile including Demographic Information, Medical Health & Behavior profiles, and Emergency Contact information is required before attendance is allowed. Additionally, the 2023-2024 Waivers must also be completed in order to attend. All forms are available for completion through our Enrollsy registration platform

The health profile is extensive and detailed. Registrants must include any and all relevant information. If the student has any serious medical or health conditions, in addition to completing this profile, we ask that parents remind their instructor at the beginning of the program on the first day, or ahead of time via email.

*All registration forms, as outlined above, must be fully completed at least 24 hours prior to their first day.* Failure to complete this part of registration could result in delay of start date until profile is complete.

It is the sole discretion of Natural Leaders staff and administration to change or update programs, pricing, and staffing as needed.

### 3. Waiting List

If a course is full, you can join a waiting list. The waiting list is first come first serve. When a spot becomes available on your desired program, we will contact those on the list to offer that available spot. If the waiting list becomes large enough and there is instructor and location availability, we may try to create a new program to accommodate.

#### 4. Tuitions, Fees, and Payments

Payments in all their forms are expected to be paid in full and on time. This includes those signed up for monthly billing as well as advanced payment for the entire academic year, or an individual program. **Summer program payments are due, in full, 30 days prior to the program start date.** Failure to pay on time may result in your removal from the program per the discretion of Natural Leaders. **There is a non-refundable \$2.50 processing fee for all registrations.**

**Transaction Fees** - Through our Enrollsy platform, account holders will be charged a fee for each transaction, depending on their preferred method of payment. The **ACH fee is \$1.00 per transaction.** The **credit card fee is (\$0.15 + 2.85%) per transaction.** Paying by method of ACH is typically more cost effective but can delay transactional processing.

**Program Development Contribution** - We ask all homeschool account holders to pay a yearly Program Development Contribution - one per family - to help enrich the NL community. This contribution is used outside of our regular operating costs and serves as an investment in staff development (advanced first aid, leadership, and outdoor training) and curriculum development for new and advanced students.

**Materials Fee** - A non-refundable materials fee is required for each homeschool program participant. This fee covers program materials used throughout the academic year (including but not limited to cordage, food, fire making supplies, tree tapping supplies, cooking supplies, etc).

**Withdrawal Fee** - Families of the homeschool program must provide at least 14 days notice of intent to withdraw (prior to either their program start day, or final day in attendance). Notification must be completed via the [Homeschool Program Withdrawal Request Form](#). **Failure to notify within this timeframe will result in a \$30 withdrawal fee for each student withdrawing.**

#### 5. Tuition Discounts and Assistance

We offer tuition assistance and discounts to eligible students per our ability and discretion. Discounts may be found at [www.naturalleaders.com](http://www.naturalleaders.com). Financial aid may be requested by filling out our [Financial Assistance Request Form](#).

#### 6. Deposits, Cancellations, Refunds, and Transfers

Natural Leaders incurs expenses while preparing a program including instructor costs, permit fees, material costs, etc. It can be difficult to fill a space in a program if there is a last minute cancellation. These policies reflect our need to finance the preparatory costs and compensate instructors while also striving to offer flexibility for those enrolling.

**7-Day Grace Period** - There is a 7-day grace period for all registrations. Cancellations made within the 7-day grace period will receive a full refund of ALL payments (deposits & tuition) minus the non-refundable \$2.50 processing fee and any transactional fees (ACH or CC) applied to all registrations.

**Deposits** - Enrollment deposits are required for most of our programming.

- **Deposits are non-refundable** (unless cancellation falls within the 7-day grace period listed above)
- **The Homeschool Program deposit is \$50.** For those paying up-front in full, \$50 of your total payment is considered your deposit. This deposit is applied to your final week of homeschool year programming (in June)
- **The Summer Program deposit is \$50.** \$50 of your total payment is considered your deposit.

**Refunds - ALL REFUNDS are subject to the discretion of Natural Leaders.**

Conditions that might affect refunds include, but are not limited to, program location costs, timing, group size, program demand, financial hardship, and waitlist enrollment.

**Homeschool Program Withdrawal Refunds** - Should an enrollee decide to withdraw, they will be **granted a full refund of the remaining tuition, less the \$50 non-refundable deposit.** A \$30 Withdrawal fee (as described above) will be applied to any participants providing 14 or less days of notice prior to either their program start day, or final day in attendance. Withdrawal notice is provided by completing the [Homeschool Program Withdrawal Request Form](#).

**Summer Program Withdrawal Refunds:** When applicable, withdrawal refund policies will follow these guidelines:

Notice of Withdrawal Before Program Start	Summer Program Refund Policy
30 days or more	Full refund of remaining program balance*
14-29 days	Up to 50-100% of remaining program balance*
1-13 days	Up to 0-50% of remaining program balance*
On or After Start Date	Remaining program balance not refunded*

\*This does not include the \$2.50 registration fee and any ACH or CC fees applied

**Program Cancellation** - If Natural Leaders decides to cancel a program prior to it's start date due to enrollment or staffing, all registrants will be issued a full refund of any payments made.

**Transfers** - A student who wishes to transfer enrollment from one program to another may do so if there is space in the new program.

## 7. Proration

**Natural Leaders does not have a policy of refunding for partial day attendance, or missed days due to illness or travel.** In the event of extenuating circumstances or prolonged absences, families can complete the [Financial Assistance Request form](#). Applications are reviewed on a quarterly basis. We run narrow margins in the attempt to keep the programs affordable to a wide range of families, while also maintaining low student:instructor ratios, and retaining great staff long-term.

## 8. Weather Makeup Days

Our academic year calendar has one weather makeup day reserved for each weekly meeting day (Monday, Tuesday, Wednesday, Thursday, Friday) should a session be canceled due to weather. **Refunds will not be granted for any additional canceled program days due to weather** (barring extreme circumstances). This policy allows us to fairly compensate instructors and cover program costs which still incur despite weather.

Session drop-off or pickup times may be adjusted due to weather, for which no refunds are granted.

## 9. Media Use

As a function of our curriculum, student leadership and staff photographically document course content including groups, students, locations, and activities.

Natural Leaders owns this visual content, still images and video, and has the right to repurpose the content obtained in the program for advertising and marketing purposes without compensating those featured in the content. Platforms for such use include but aren't limited to social media posts, fliers, banners, video marketing, and our website [www.naturalleaders.com](http://www.naturalleaders.com) Natural Leaders is released from any liability in connection with the use of those images.

Additionally, written testimonials from participants of our programs can be anonymously shared on the above platforms. Anonymity will be maintained by altering names, locations, and other details that might be included in the testimonials.

## 10. Accident & Injury

Natural Leaders will not be held responsible for any injuries or accidents that may occur throughout programming.

## 11. Background Checks

Natural Leaders will conduct background checks on all hired staff and personnel. Background checks will be conducted using [www.ClearChecks.com](http://www.ClearChecks.com)

## **12. Child Abuse Prevention & Reporting**

Natural Leaders staff and personnel are expected to follow child abuse prevention and reporting guidelines. In the event there is evidence indicating child abuse, staff will notify Natural Leaders management who will document the incident and file a report with Child Protective Services.

## **13. Standards of Behavior**

In Natural Leaders programs, all participants are expected to maintain high standards of honor, morality, integrity, and respect. Our programs challenge young people to practice advanced skills in wilderness settings. Students who introduce unnecessary risk elevate the safety concerns for the entire group. Participants might be removed if they present a safety concern, medical risk, behavior problem, engage in illegal activity, or anything else the staff believes to be detrimental to the program. Natural Leaders instructors, staff, and administration have the sole discretion to remove any participant from a program.

Depending on the incident, Natural Leaders staff may decide to suspend a student from one or multiple classes as a final measure before program removal. In these cases, refunds for the suspended class will not be issued. It is expected that the student returns and refrains from continuing the detrimental behavior. If unable to do so, the student may be removed from the program.

## **14. Financial Hardship**

If you are currently enrolled and experiencing financial hardship that impacts your ability to make timely payments, please contact [care@naturalleaders.com](mailto:care@naturalleaders.com). Financial aid may be requested by filling out our [Financial Assistance Request Form](#).

## **15. Updates**

We reserve the right to change or update the aforementioned policies at any time, in order to reflect changes to our practices or for other operational, legal, or regulatory reasons.

## **16. Contact Us**

For more information about our policies and procedures, if you have questions, or if you would like to make a complaint, please contact us by email at [care@naturalleaders.com](mailto:care@naturalleaders.com)