



POLICY: PAYMENT/REFUND/CANCELLATION POLICY

DATE ESTABLISHED: JUNE 5, 2013

**DATE REVIEWED/
REVISED:** May 16, 2023

APPLICATION: ALL INDIVIDUAL PARTICIPANTS IN TEAD
PROGRAMS AND SUMMER CAMP

PREAMBLE

TEAD's programs are designed to deliver an integrated and cumulative experience for riders. Classes in a session build on the previous class; camp days are designed to build skills and relationships day upon day, culminating in a celebration of lessons learned and friends made at weeks' end. TEAD invests time and thought into the design of our programs and incurs costs to mount them. The payment/refund/cancellation policy reflects these factors.

POLICY

Fees are for an individual rider to attend a full session of programming or a week of summer camp. There are no partial sessions or partial weeks of camp for individuals.

All accounts are paid in full at the time of registration. Any declined payments are subject to a \$20.00 fee and must be paid prior to the program start.

In some circumstances, TEAD may negotiate different terms with agencies or groups at TEAD's sole discretion.

Due to costs incurred by TEAD, no refunds will be made after camp or program starts.

Make up classes or credits will be offered where TEAD is the cause of the cancellation.

In the case of inclement weather and a cancellation by TEAD, only make up sessions will be offered where possible.

Any credits issued must be used in the session immediately following or they will expire.

A \$50 cancellation fee applies for all cancellations. TEAD will provide a 75% refund (less the \$50 cancellation fee) **ONLY** if the space is filled by another participant prior to the start of the session.

If fees are paid, and prior to the start of camp or program, illness or injury prevents the registrant from participating, TEAD will work with the individual/family/caregiver to transfer the participant to a different camp week or session. If this cannot be arranged, we will consider a full refund, less the deposit, provided the request for refund is made in writing within 30 days of the registered program's start date and is accompanied by confirmation by a certified medical professional.

TEAD offers a limited subsidy program to assist individuals or families in financial need.

Approved by the Board of Directors on 18th day of May, 2023.

Name: _____(Print)

Title: _____

Signed: _____

Name: _____(Print)

Title: _____

Signed: _____