



Cancellation Policy

(Funded Programs & Individuals Receiving Funding v.2021)

Participant withdrawal impacts program planning and implementation – Outward Bound Canada’s Cancellation Policy reflects the reality that most expenses are incurred before the course begins. If you must cancel your registration, please contact the Admissions Department in writing as soon as possible. Please take the time to read and understand our policy. No exceptions or extensions will be made to the policy outlined below.

Cancellation Insurance

- We *strongly recommend* that you purchase cancellation insurance to protect your course expenses, should you be unable to attend. Cancellation insurance may be purchased from your bank, insurance provider, travel agency or other. If your course is cancelled, you choose to withdraw your registration, or a medical evacuation is needed while on course, cancellation insurance may protect your course, travel, medical and other expenses. Check terms and conditions with your insurance provider – some restrictions to the insurance that you purchase may apply.
- You may choose to pursue your own insurance company, or you can connect with our partner for a consultation, Lynn Kavanagh-Rice, at RBC Insurance: lynn.kavanagh-rice@rbc.com / (416) 617-6206
- Should your selected course be cancelled by Outward Bound Canada, any fees paid to Outward Bound Canada will be refunded in full.

Payments

- The complete course fee, or a portion of your course fee has been funded by an Outward Bound Canada donor to support your participation.
- A non-refundable application fee (\$100+HST) may be required for your selected course, and is due upon registration.
- The remaining balance of your course fee (if applicable) is due on or before the deadline indicated in the Welcome Email you receive from your Admissions Coordinator.
- Full payment is the responsibility of the participant or parent/guardian if the participant is under 18 years of age.
- You may pay your course balance online through Outward Bound Canada’s registration portal or over the phone by calling the Admissions Department, we accept payment using VISA or MasterCard.
- If your remaining balance is not paid by the due date, your registration will be moved to the waiting list until payment is received. In this circumstance, you could lose your spot on the course.

Refunds

- If you register for a course and Outward Bound Canada cannot approve your registration, any fees paid to Outward Bound Canada will be refunded in full.
- Should Outward Bound Canada cancel your selected course due to low enrollment, all fees paid to Outward Bound Canada towards your course will be automatically allocated towards a future course of your choice. Upon request, all fees paid to Outward Bound Canada will be refunded in full.
- Should Outward Bound Canada be forced to cancel your selected course due to an event that is outside of human control (i.e. natural disaster, disease outbreak, epidemic/pandemic, etc.), either prior to the course start or at any time during the course, Outward Bound Canada will automatically allocate any course fees paid to date and not yet spent towards a future course of your choice.
- If you wish to cancel your registration for a course, you must provide Outward Bound Canada with written notice of your withdrawal 30 days or more before the course start date.
- No fees will be refunded should you withdraw less than 30 days from the course start date, or fail to arrive for the course. Please check with your insurance provider to ensure that your course fee expenses will be protected, should you need to cancel your registration for any reason.

Travel Expenses

- Outward Bound Canada’s Admissions Department will notify you when your application has been reviewed and you have been accepted to participate.
- Occasionally, course cancellations may occur any time before the course start date if enrolment is low or due to circumstances beyond our control. We strongly advise you to contact the Admissions Department to check the status of your registration and course before you book travel. Outward Bound Canada is not responsible for the cost of any transportation arrangements you make. Please check with your insurance provider to ensure that any travel expenses will be protected, should you need to cancel your registration.

Course Transfers

- Participant-initiated transfers from one course to another within the same calendar year are subject to a \$100 (+HST) administrative fee. If your course is cancelled by Outward Bound Canada, you may transfer to a different course within the same calendar year, free of charge.
- Course transfers can only be accommodated if there is space available in your desired course.
- Course transfers cannot be accommodated within 30 days of the course start date, due to the fact that your donor supported course fees have already been allocated to your select course expenses.



Changes in Participant Medical History, Medical Conditions or Medications

- All participants must obtain and provide proof of provincial, territorial or private health insurance coverage in order to participate in an Outward Bound Canada course.
- Changes in your medical history or medications may impact your acceptance to the course.
- If there are any significant changes in your health history, your health condition, or your medications, in between the time you submit your registration and your course start date, please contact the Admissions Department in writing as soon as possible.

In Light of Covid-19

Due to the circumstances surrounding Covid-19, please review and understand updates to our registration guidelines, which are subject to change in adherence to the requirements of federal, provincial and local health authorities in the regions in which we operate:

- Please review our Information on Infectious Illness Letter as a part of your registration intake forms.
- Outward Bound Canada will be following the recommendations of all federal, provincial and local health authorities in the running of our courses, which throughout the year, is subject change. Decisions will be made on course parameters at all times leading up to the course and course details/logistics may be subject to change. We appreciate your cooperation and understanding as we work together to navigate these uncertain times and work to provide a safe and healthy course.
- Registrants who reside outside of Canada will only be permitted to participate if they arrive in Canada prior to their course start and complete the required quarantine as set out by government requirements.
- Registrants are encouraged to travel by car to and from their courses, whenever possible. If travelling by bus, train, air or other forms of public transit, please abide by the Covid-19 protocols as instructed by your transportation provider.
- Registrants are permitted to sign up for a course outside of their home province in anticipation for summer programs, but please know that any travel arrangements are booked at your own risk. Should the federal, provincial and local travel requirements change before the time of your course or during your course, Outward Bound Canada will allow you to make a one-time transfer to a course in your home province and waive the transfer fee between courses.
- For 14 days prior to your course, please limit your exposure to others as much as possible and avoid high risk areas and crowded group gatherings. There is a possibility that participants with any signs of symptoms of infectious illness will be asked to complete a Covid-19 test, and/or leave the program early to recover and reduce the risk of spreading illness. The overall wellbeing of our community is our priority and we expect that all of our participants and staff take a shared responsibility in minimizing the risk of becoming infected and infecting others.

Exposure to Infectious Illness

- An Outward Bound Canada course is a group experience where individuals live and travel in a small community. At times, participants will be in close physical proximity and there is a possibility for the spread of infectious illness. We have developed health and safety protocols which, when followed, will minimize the risk of exposure to infectious illness. We expect that each participant will play a role in the overall health and safety of the group while on course.
- Exposure to contagious illness may impact your participation on the course, and we will work with you, your health care provider and our medical advisory team to ensure that it is safe for you to participate in your upcoming course.
- If the participant or someone in the participant's household is exposed to a contagious illness in between the time you submit your registration and your course start date, please contact the Admissions Department in writing as soon as possible.

Non-Disclosure of Medical Information

- If you fail, at the time of registration, to disclose any medical details, including medical conditions and medications, which could impact your participation and safety on course, Outward Bound Canada reserves the right to cancel your registration. No refunds will be issued, in the event of un-disclosed medical information. Please check with your insurance provider to ensure that any expenses will be protected, should your registration be cancelled due to changes in your health.

Early Departure and Evacuation Expenses

- A participant may require early evacuation from the course due to medical, behavioural, motivational or other circumstances. Evacuation, travel, medical, additional staff support, or other expenses incurred outside of the course fee will be charged directly to the participant, or to the parent/guardian if the participant is under 18 years of age. For protection against early departure and any additional medical or evacuation expenses, we recommend that you purchase cancellation insurance. Please check with your insurance provider to ensure that your expenses will be protected, should you need to leave the course early due to changes in your health or other circumstances. Please also be aware that most insurance companies will not cover your expenses in the event of early departure for behavioural or motivational reasons.