

EVENT POLICIES AND REGISTRATION INFORMATION

Registration for Roughing It Retreats, LLC's sponsored events is based on space availability and processed on a first-come-first-served basis. Unless otherwise specified, registrations close three weeks prior to the event.

Individuals (teens and adults) must have paid their deposits to secure their spot. Final payments will be due 3 weeks prior to the event. Participants must cancel registration 3 weeks prior to receive a full refund of their deposit. (See our REFUND POLICY BELOW).

Event registrations can be completed online through the links found on the flyer or by directly contacting the event host. Registrations are not confirmed until the FULL registration fee has been paid.

WAITING LIST - If an activity has filled, we start a waiting list. Quite often an individual may not be able to attend, in this case we will refer the waiting list individuals to fill these spots on a 'next in line basis'. If you receive notification that an activity is full, please register to be put on the waiting list.

TAG-ALONGS - A Tag-along is defined as a non-registered individual, or a registered individual who is not of the level specified age for the program, event, or activity. Tag-alongs are not permitted at an event unless the event registration specifically states otherwise in which case Tag-alongs must pay the event fee.

PROGRAM EVENT AND ACTIVITY CANCELLATION POLICY- Roughing It Retreats, LLC is always reluctant to cancel programs. However, occasionally the need arises due to weather, safety concerns or low registration. When bad weather results in a cancellation, every attempt will be made to contact the registrants. Please maintain accurate contact information with our staff so we can reach you in the event of a last-minute cancellation.

DROP OFF/PICK UP POLICY (For underage or non-driving teens)

Due to safety rules and staffing requirements, participating teens cannot be dropped off more than 15 minutes early. Guardians who arrive earlier will be asked to stay until the 15 minute time is reached. If a teen is picked up late, a \$15 fee for every 15 minutes or fraction thereof will be applied. If you are going to be late, you must contact the staff member (or Program Phone in your confirmation email) to avoid being charged the late fee. After 15 minutes, if no one has called the staff, activity staff will call guardian and if needed an emergency contact. Teens left 1 hour past the end of activity, without notification, may be released to the authorities or child protective services. Parents may specify a ride-home buddy in the emergency contact form in case they are unable to pick up the teen.

REFUNDS - Refunds are only given if written cancellations are received 2 weeks prior to the final registration deadline which can be found in the activity description. Full refunds are issued after the printed registration deadline, only if the program is full or cancelled or in the event of a serious illness or death in the family. For serious illness, a doctor's written note is required within one week of the program. Refunds will NOT be given to participants who decide to leave the program (during the program). *[Inclement weather or program cancellations due to outstanding circumstances will constitute a full refund to all participants]. Participants will have the option to receive the refund or reschedule for a later event.*