

Terms & Conditions

Updated 5/13/21

By accepting these Terms & Conditions, I hereby acknowledge and agree to the following policies and procedures as outlined by Grenier Enterprises LLC, DBA Natural Leaders. The following content applies to all Natural Leaders programs running from September 1, 2021 through June 31, 2022:

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 identity). 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. 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 complete at least 24 hours prior to the participant's 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 availability, we will try to add an additional 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. 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 with all registrations.**

5. Tuition Discounts and Assistance

We offer tuition assistance and discounts to eligible students per our discretion. Discounts may be found at www.naturalleaders.com. If you have questions regarding tuition assistance please contact care@naturalleaders.com.

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 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 applied to all registrations.

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

- **The Homeschool Program deposit is \$300.** This applies to those paying monthly and in-full, upfront
- **\$50 OF THE DEPOSIT IS NON-REFUNDABLE** (unless cancellation falls within the 7-day grace period listed above)

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.

When applicable, refund policies will follow these guidelines:

Days Before Program Start*** or Days Notice of Cancellation Prior to Final Day Enrolled	Refund Policy
30 days or more	Full refund of remaining tuition* Full refund of remaining deposit**
14-29 days	Full refund of remaining tuition* Up to 50-100% of remaining deposit**
1-13 days	Full refund of remaining tuition* Up to 0-50% of remaining deposit**
After start date or final date enrolled	Full refund of remaining tuition* Deposit** not refunded

If the remaining tuition refund is less than the full or partial deposit refund, only the tuition refund will be applied.

Program Cancellation - If Natural Leaders decides to cancel a program prior to its 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.

**Remaining tuition: total cost of the remaining unattended classes*

***Remaining deposit: \$250 (\$300 deposit minus the \$50 non-refundable deposit).*

****2021-2022 Academic Year START DATE: September 8th, 2021.*

7. Proration

Proration is left to the discretion of Natural Leaders. Possible reasons for proration might include scheduled travel, sick leave, weather challenges, unexpected emergencies, and student removal from a program. We expect that as much notice as possible is given in the event of student absence due to scheduled travel plans. A notice of travel dates at the start of a program will increase the likelihood of proration being granted.

8. 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. 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.

9. Accident & Injury

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

10. Background Checks

Natural Leaders will conduct background checks on all hired staff and personnel. Background checks will be conducted using www.ClearChecks.com

11. 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.

12. 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 class 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.

13. Financial Hardship

If you are currently enrolled and experiencing financial hardship that impacts your ability to make timely payments, please contact care@naturalleaders.com.

14. 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.

15. 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.