

Cancellation, Refund & Transportation Policy

Please review before booking · Accepted electronically at registration · Effective July 29, 2026

Reservation of Space

A participant's space is reserved only after payment has been received, an approved pricing plan has been purchased, or an authorized scholarship or funding source has been successfully applied and approved.

Because Unplugged Outdoor Co. operates small-group programs with limited enrollment and commits transportation, staffing, permits, activity reservations, and equipment in advance, all registrations are subject to this policy.

Participant Cancellations

All registrations, package purchases, deposits, and payments are nonrefundable except when Unplugged Outdoor Co. cancels an adventure as specifically described in this policy.

Cancellation requests must be submitted in writing by email to:

info.outdoorco@gmail.com

The date the written request is received determines the cancellation date. Requests to change an adventure date are treated as cancellations and are subject to the same terms.

At least 31 calendar days before the scheduled adventure

At the sole discretion of Unplugged Outdoor Co., a participant may be offered a one-time transfer to another available adventure during the same program year.

Transfers:

- are not guaranteed
- depend on availability
- cannot be transferred to another participant without written approval
- have no cash value

No refund will be issued.

30 calendar days or fewer before the scheduled adventure

No refunds, credits, transfers, rescheduling, or replacement adventures will be provided.

This includes cancellations due to:

- illness or injury
- school activities or sports
- vacations
- transportation problems
- family scheduling conflicts
- weather preferences
- or any other personal reason

No-Shows

Participants who fail to attend without prior written cancellation are considered no-shows.

No refunds, credits, transfers, or replacement adventures will be issued.

Adventure Packages

Adventure package holders reserve a limited space each time they register for an adventure.

Once an adventure reservation is confirmed:

- cancellations made within 30 calendar days
- no-shows
- late arrivals that prevent participation
- voluntary early departures
- or removal for behavioral or safety reasons

The applicable adventure credit will be considered used. Unused package credits expire according to the terms of the purchased package.

Scholarship-Funded Registrations

Scholarship-funded registrations are subject to the eligibility, documentation, approval, invoicing, payment, and refund requirements of the applicable scholarship administrator.

A scholarship-funded reservation is not confirmed until the parent or legal guardian has completed Unplugged Outdoor Co.'s registration process and any required scholarship authorization, reservation, or payment process has been completed or approved.

Parents and legal guardians may not receive cash, checks, gift cards, credits with cash value, refunds, rebates, or any other monetary benefit from scholarship funds. Any approved refund, reversal, or adjustment involving scholarship funds will be returned or credited only through the applicable scholarship administrator or student scholarship account.

If scholarship funding is denied, delayed, reversed, insufficient, or determined to be ineligible, the family may complete the registration using an accepted private-payment method, subject to availability.

Weather & Outdoor Conditions

Outdoor adventures may be affected by:

- weather
- park closures
- water conditions
- transportation delays
- vendor availability
- or safety concerns

For participant safety, Unplugged Outdoor Co. reserves the right to:

- modify activities
- substitute comparable activities
- change locations
- adjust schedules
- shorten or extend activities
- modify transportation
- or change the itinerary

These operational changes are part of outdoor programming and do not entitle participants to refunds or credits if the adventure continues to operate.

Cancellation by Unplugged Outdoor Co.

If Unplugged Outdoor Co. cancels an entire adventure due to severe weather, unsafe conditions, insufficient enrollment, government restrictions, vendor cancellation, or other circumstances beyond its reasonable control, Unplugged Outdoor Co. will select one of the following remedies:

- reschedule the adventure
- provide a comparable replacement adventure
- restore the applicable package credit
- issue a program credit
- or issue a refund to the original payment source

The remedy selected by Unplugged Outdoor Co. will satisfy its obligation for the canceled adventure. Any refund or payment adjustment involving scholarship funds will be processed only through the applicable scholarship administrator or student scholarship account and will not be paid directly to the parent or legal guardian.

Minimum Enrollment

Some adventures require minimum enrollment.

If minimum enrollment is not reached, Unplugged Outdoor Co. may:

- combine groups
- substitute another adventure
- reschedule the program
- restore a package credit
- issue a program credit
- or cancel the adventure

If the adventure is canceled, the remedies listed under “Cancellation by Unplugged Outdoor Co.” will apply.

Transportation, Lodging & Third-Party Costs

Transportation, lodging, meals, admission fees, and other trip-related costs are included only when expressly stated in the adventure description.

Amounts paid directly to third-party providers are governed by those providers' cancellation and refund policies. Any amounts collected by Unplugged Outdoor Co. for transportation, lodging, tickets, reservations, or other third-party costs become nonrefundable once those amounts have been committed or paid to the applicable provider.

If Unplugged Outdoor Co. cancels an adventure and recovers any third-party amounts, the recovered amount will be handled under the "Cancellation by Unplugged Outdoor Co." section. Amounts that cannot be recovered from a third-party provider remain nonrefundable.

Scholarship funds will not be applied to transportation, lodging, meals, or other expenses that are not eligible under the applicable scholarship program. Any separately required private-pay charge must be paid by the stated deadline for the participant's reservation to remain confirmed.

Late Pick-Up

Participants must be picked up promptly at the designated location.

- A 10-minute grace period is provided.
- After the grace period, a late supervision fee of \$1 per minute may be assessed.
- Repeated late pickups may result in suspension or dismissal from future programs.

Participant Removal

Unplugged Outdoor Co. reserves the right to remove any participant whose behavior creates a safety concern or substantially disrupts the program.

Removal for behavioral or disciplinary reasons does not entitle the participant to any refund, credit, transfer, or replacement adventure.

Force Majeure

Unplugged Outdoor Co. will not be liable for additional costs, losses, or damages resulting from delays, cancellations, schedule changes, or program modifications caused by events beyond its reasonable control, including but not limited to severe weather, natural disasters, governmental actions, public health emergencies, road closures, transportation interruptions, facility closures, or other unforeseen events. If Unplugged Outdoor Co. cancels an entire adventure, the remedies listed under "Cancellation by Unplugged Outdoor Co." will apply.

Policy Administration

Unplugged Outdoor Co. reserves the right to interpret and administer this policy in good faith and to make case-by-case exceptions when extraordinary circumstances warrant. Any exception granted in one instance does not create a continuing obligation or precedent for future requests.

Parent Acknowledgment

By registering a participant, purchasing an adventure package, or reserving an individual adventure, the parent or legal guardian acknowledges that they have read, understand, and agree to this Cancellation, Refund & Transportation Policy before completing the purchase. Electronic acceptance has the same effect as a handwritten acknowledgment, and the version in effect on the date of registration applies to the reservation.