

## Outdoor Adventures Trip Cancellation and Refund Policies

In order to minimize the likelihood of canceling your trip registration, please reach out to your trip leaders prior to registering to confirm 1) that the trip is appropriate for your ability/experience, 2) that you will have access to all necessary personal equipment, and 3) the contingency plans for a trip in case of poor conditions. Trips operate come rain or shine and typically change location or sometimes even activity type well before being completely canceled by Outdoor Adventures.

We request that you inform your trip leaders as quickly as possible if you will be unable to attend a trip for any reason.

**Participant Cancellation:** Per Massachusetts General Law, if [requested](#), all memberships/programs/services may be cancelled within three business days of your sale date. Refunds for cancellations may or may not be available, depending on cancellation circumstances (see below).

### Full refunds are available in the following circumstances:

- A trip is canceled by Outdoor Adventures.
  - A trip may be canceled for reasons including, but not limited to, the following circumstances:
    - Minimum participant enrollment is not met.
    - Instructors become unavailable.
    - Extreme conditions as determined by the Outdoor Adventures director. Trips run come rain or come shine and most inclement conditions result in a location change, rather than a cancellation.
  - Participants will be notified and a refund request will be completed on their behalf.
- The participant is medically unfit to participate.
  - Participants must file their own [refund request](#) (see the form at the bottom of this webpage).
  - To acquire a refund in this situation, a signed doctor's note must be presented to the Assistant Director of Member Services & Operations, who will request it.

### Refunds (minus a 20% cancellation fee) are available in the following circumstances:

- For trips *up to 3 days* in length (i.e., 2 nights) — the participant withdraws at least 3 days prior to the trip start date. If the participant withdraws under 3 days prior to the trip start time, they will not be able to acquire a refund.
  - Ex. If a 1-3 day trip starts on a Saturday and the participant decides to withdraw, they must do so by end-of-day Wednesday in order to receive a refund. If they withdraw after Wednesday, they will not receive a refund.
  - Participants must file their own [refund request](#) (see the form at the bottom of this webpage).
- For trips *4 or more days* in length (i.e., 3 nights) — the participant withdraws at least 7 days prior to the trip date. If the participant withdraws 6 days or fewer prior to the trip date, they will not be able to acquire a refund.
  - Ex. If a 4-day trip starts on a Friday and the participant decides to withdraw, they must do so by end-of-day on the Friday the week before the trip start date in order to receive a refund. If they withdraw after this day, they will not receive a refund.
  - Participants must file their own [refund request](#) (see the form at the bottom of this webpage).

### Overbooked Trips

In the case that a trip is overbooked, all participants will be informed via email and offered the option to either 1) transfer their payment to another trip with open spots, or 2) to acquire a full refund. In the case that no participant volunteers to change trips or receive a refund, the last participant to register will be provided a full refund and removed from the trip's registration.

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### Trip Deposits

All trip deposits are non-refundable. Refunds may be available for payments in addition to the deposit within the timeframes below, and will incur a 20% cancellation fee:

- For a trip **including** air travel, the participant must cancel within 28 days of the trip start date to receive a refund of the final payment.
- For a trip **without** air travel, the participant must cancel within 14 days of the trip start date to receive a refund of the final payment.