Sprouts Nature School - Payment and Cancellation Policy

This Payment and Cancellation Policy outlines the expectations and procedures for tuition, billing, refunds, cancellations, and financial assistance for all Sprouts Nature School programs. Our goal is to maintain clear communication, support families, and ensure smooth administrative operations.

1. Tuition & Billing

Tuition is $13 per child per hour.

If you need financial assistance, please contact ilsa@sproutsnatureschool.com before registering.

Payment is due on or by the first day of the program. Families may choose one of the following payment options:

- Pay 100% at registration
- Pay 50% at registration and 50% by the first day
- Request a payment plan by contacting Sprouts Nature School

2. Payment Due Dates

Payment is due on or before the child's first day in a session, unless an alternate plan is arranged.

3. Refund & Cancellation Policy

To cancel or withdraw, email Ilsa Spencer. The date Sprouts receives the email is the date used for the refund timelines below.

Single-Day Programs (No-School Days, Workshops)

- Cancellations made 7+ days before the program date receive a full refund or credit, whichever the family prefers.
- Cancellations made 2-6 days (48 hours or more) before the program receive a 50% refund and 50% Sprouts Credit.
- Cancellations made within 48 hours of the program are non-refundable, except in cases of emergency, as determined by Sprouts. In an emergency, Sprouts may offer a refund or credit.

Multi-Week Programs (After-School, Homeschool, Summer Camps)

- Withdrawals made 1 month or more before the session begins receive a full refund.
- Withdrawals made between 2 weeks and 1 month before the session begins receive a 50% refund and 50% Sprouts Credit.
- Withdrawals made less than 2 weeks, but before the session begins, receive an 80% Sprouts Credit. The remaining 20% is non-refundable.

- Withdrawals after the program begins are non-refundable. If Sprouts pauses or dismisses a child under the Behavior Guidelines, tuition is handled case by case.
- No refunds are given for missed days due to illness, travel, or schedule conflicts.
- Make-up dates for absences are offered if requested and arranged with Sprouts Nature School ahead of time, when space is available.
- Weather-related location changes do not qualify for refunds.

Refund Method

Refunds are issued based on how the original payment was made. Ilsa Spencer will confirm the refund method with the family.

4. Program Cancellations by Sprouts

If Sprouts cancels a program day for severe weather, low enrollment, staff illness, or another reason, families may choose either a refund or a Sprouts Credit for that day.

5. Transportation Fees

Transportation is optional and available on a limited basis.

The standard transportation fee is $15 per one-way ride. A round trip counts as two rides.

Transportation availability depends on vehicle capacity and the availability of any required car seats or booster seats. Because space is limited, transportation is not guaranteed for every family or program day.

Transportation fees are added to the family's invoice and follow the same cancellation and refund policies as program tuition unless otherwise stated.

6. Financial Assistance

Sprouts Nature School offers reduced tuition rates for families who need financial support. No income verification or other formal documentation is required; families may simply request the reduced rate.

Financial assistance applies to program tuition only. Transportation fees are not discounted and remain at the standard rate because transportation availability is limited and carries separate vehicle and operating costs.

7. Late Payments

Payments more than 7 days overdue may incur a $10 late fee for each week the payment remains overdue.

Continued late payments may result in loss of reserved spots in programs.

Flexible arrangements may be made upon request - communication is encouraged.

8. Returned Payments

Payments returned due to error or insufficient funds must be resolved within 48 hours. If a returned payment is not resolved within 48 hours, it is treated as a late payment under Section 7.

9. Credits

Except where this policy promises a refund or gives the family a choice, credits may be issued in place of refunds at Sprouts' discretion. Credits are valid for 365 days from the issue date and can be applied to any future programs. Credits have no cash value and may be used for any child in the same family.

10. Communication

Questions regarding invoices or payment arrangements are always welcome.

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Thank you for supporting outdoor education and community-based learning!