



**Winona Outdoor Collaborative
Payment, Refunds & Cancellations
Guided Retreats**

As a nonprofit organization, our retreats are important to our annual operations because they help cover the fees associated with our free or reduced-cost programming, which is provided to our community in order to achieve our mission of increasing accessibility to the outdoors. We have a stringent refund and cancellation policy, which we've listed here for your reference.

Payment Policy: A non-refundable 20% deposit is due at time of registration. Payment is due in full one month prior to the departure date of your trip, by 11:59 PM. Failure to make payment in full may result in the loss of your spot on the guided retreat.

- For example, if your trip sets out on April 29, payment must be made in full by March 28 by 11:59 PM.

Refunds: Cancellations must be made prior to the one month mark before departure in order to receive a partial refund (minus 20% of total cost). No refunds will be issued after the one month mark has passed.

- For example, if your trip sets out on April 29, you are no longer eligible for a partial refund after March 28 at 11:59 PM.

We understand and recognize that we are all humans, and that life can be messy and complicated at times. In the event of extenuating circumstances, like medical emergencies or the death of a loved one, exceptions may be possible. If you need to cancel your retreat registration after the deadline has passed, you can consider one of the following options:

- 1. Donate your registration to a person who lacks equitable access to the outdoors.** Your registration fees, minus expenses already spent, will be placed in the Winona Outdoor Collaborative's scholarship fund in order to support equitable access to the outdoors for populations of people historically underrepresented in nature. Donated registrations are tax exempt to the fullest extent of the law, due to the Collaborative's status as a 501(c)3 nonprofit organization.
- 2. Transfer your registration to someone else.** If you are no longer able to attend a retreat but would like your registration utilized, you may transfer your registration to another individual not already registered for the retreat. This must be done at least two weeks prior to the departure date for your trip, so be sure to contact our Retreat Coordinator in time to transfer your registration.

We appreciate your understanding of our refund and cancellation policies. As a small nonprofit, we rely heavily on our retreats as a source of income to fund the important work we do here at the Winona Outdoor Collaborative. Thank you for supporting us by enrolling in our programs. We hope you're able to attend the retreat you registered for but, in the event that you need to cancel your registration or if you have any questions about our refund and cancellation policies, please reach out to our Retreat Coordinator at alexa@winonaoutdoorcollaborative.com.