

# Sequoia TR Cancellation Policy

Our organization is committed to providing inclusive and enjoyable recreation programs for individuals with intellectual disabilities. We understand that circumstances may arise where participants need to cancel their enrollment. To ensure fairness and maintain the quality of our programs, we have established the following cancellation policy:

1. Cancellation Timeframe: Participants must notify the program coordinator or designated staff of their intention to cancel their enrollment as soon as possible. This allows us to accommodate other participants on the waiting list and make necessary adjustments to the program.

## 2. Refund Policy:

a) Full Refund: If a cancellation is made at least 5 days before the start date of the program, the participant is eligible for a full refund of the program fees paid.

b) Partial Refund: If a cancellation is made after the start date but before the completion of 25% of the program's duration, the participant may be eligible for a partial refund of the program fees paid.

c) No Refund: If a cancellation is made after the completion of 25% of the program's duration, no refund will be provided, as resources and staffing have already been allocated based on the initial enrollment. If a participant registers for a one-time activity or outing and does not show up and uses DDA for payment, the individual/ family is responsible for that registration fee as DDA will not pay for activities the participant did not participate in. As a small agency, resources are limited and allocated just right to offer the most affordable registration fee. To ensure the fees stay as low as possible, we ask that families cancel in time or be prepared to pay the registration fee in the event of a no show.

3. Medical or Emergency Situations: In cases of unforeseen medical or emergency situations that prevent a participant from attending the program, we will consider providing a pro-rata refund or credit for future programs upon receipt of appropriate documentation, such as a doctor's note or relevant emergency documentation.

4. Program Cancellation by the Organization: In the unlikely event that our organization must cancel a one-time recreation program or activity due to unforeseen circumstances or low enrollment, participants will be entitled to a full refund of program fees paid or have the option to donate registration fees paid to the organization's scholarship fund.

5. Transfers and Substitutions: Participants may request to transfer their enrollment to another available program within the same session, subject to program availability. In such cases, there will be no additional charge for the transfer. Additionally, participants may request to substitute their enrollment with another individual, provided both parties agree and the program coordinator is notified in advance.

6. Communication of Cancellation Policy: The cancellation policy will be clearly communicated to all participants during the registration process. Participants and their guardians or caregivers will be required to acknowledge their understanding of the policy before enrolling in any recreation program.

7. Special Considerations: We understand that folks with disabilities may face unique circumstances, and we are committed to being flexible and compassionate. If there are specific situations not covered by this policy, we encourage participants, their guardians, or caregivers to communicate with the program coordinator to discuss possible accommodations or resolutions.

By adhering to this cancellation policy, we aim to ensure a fair and efficient process for all participants in our programs. Our primary goal is to create a positive and enjoyable experience for everyone, fostering a sense of belonging and promoting overall well-being through social recreational activities.

# Grievance Procedure

- You are participating in an optional service to assist you in achieving your goals through community based experiences. Service providers at STR strive to provide an excellent experience for you. However if you are dissatisfied with services or feel that your rights have been violated you have a right to file a grievance.
1. **Informal Resolution** - the first step is to attempt to resolve the issue informally. Communicate with your service provider and try to find a resolution.
  2. **Formal Grievance** - if the issue is not resolved informally, you may file a formal grievance to your service provider's supervisor. The grievance must be filed in writing and include a description of the issue, the desired outcome, and any supporting documentation.
  3. **Grievance Review** - your service provider will review the grievance and respond in writing within 15 days. If the issue is not resolved to your satisfaction you may request a review by the service provider's supervisor.
  4. **Appeal** - if you are still dissatisfied you may appeal the decision to the Executive Director at STR. This appeal must be filed in writing within 30 days of the service provider's decision.
  5. **Administrative Hearing** - if the appeal is not resolved to your satisfaction, you may request an administrative hearing. The hearing will be conducted by a neutral third party who will review the evidence and make a decision.

Your rights are protected and any retaliation is prohibited.