

Ventura Wild Cancellation Policy

Updated 12/1/2022

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- Within 48 hours of registering you can receive the full registration refund minus 10% processing fee.*
- After 48 hours, if we can fill the spot, you can receive a full refund minus 10% processing fee. If we cannot fill the spot, we are unable to issue a refund.
- Within 48 hours of your program starting and after the program has begun, there will be NO refund provided. It is just too hard to fill programs with such short notice. Thank you for considering this before registering.
- Cancellations that are pursued by Ventura Wild due to failure to pay are not eligible for any refunds.
- Non-payment of any payment plans will result in the cancellation of the registration after two (2) weeks of the missed installment.
- A \$25 per week late fee will be applied for missed payments after the one week grace period.**
- Ventura Wild reserves the right to cancel a participant's registration due to serious misconduct. No refund will be offered. Please refer to our [Behavior Policy](#)
- Ventura Wild reserves the right to cancel a participant's registration due to failure to provide a medical waiver for the participant's own safety. No refund will be offered. Multiple notices by email and phone will be provided by Ventura Wild staff in advance to provide the opportunity for the waiver to be submitted and received, including a final warning.

*10% processing fee is calculated by the total value the program.

** Grace periods are only extended to payment installments due before the start of classes.

NOTE: Though we do have waitlists, people often make other plans and we can't always fill a spot on short notice. If programs must be canceled due to program-related reasons, you will receive a prorated refund for all remaining days of program (minus the 10% processing fee).

TO CANCEL: We have worked very hard to find and train our staff. Late cancellations hugely affect staff confidence in employment, and our budget and sustainability. Thank you for your consideration when making your decision to cancel. To cancel please send your request via email to venturawild@venturalandtrust.org or call the director, Trudy at 805-798-4898.

REGARDING PAYMENT PLANS: In addition to scholarships, deposits and payment plans are extended by Ventura Wild to help make our classes more accessible to the community. However, deviations from our pre-determined schedule for each session and failure to pay installments without any communication cause an increase in staff effort that impacts our ability to operate our program as a whole. To protect program and staff security, Ventura Wild needs to maintain a boundary on the accommodations provided with installment plans that includes cancellation of enrollment and late fees.

PLEASE REGISTER EARLY, AND CONSIDER A CANCELLATION IMPACT CAREFULLY ON THE GROUP! We hope you understand that our staff only get to work when we have enough registrations. With a 4:1 ratio we need 8 kids to have two staff, and 12 kids for three staff. If we run under that, we have to subsidize the programs with more fundraising instead of more programs, and we often lose staff due to insecurity of income. Cancellations can really affect our program viability. Thanks for your understanding and support!