

EXTERNAL REFUND POLICY:

LOTTERY: Please note, we will issue a full refund to all participants who are not selected in the lottery process or registered for a team where the minimum number of participants or coaches is not met and the team site is canceled.

PERSONAL WITHDRAWAL: Parents may request a 100% refund in writing through the close of regular registration (minus a \$6 processing fee). Parents may request refunds for 50% of the program fee through the close of late registration (minus a \$6 processing fee). Refunds will not be granted after the end of late registration even in the case of injury. All refund requests must be made in writing to Jaimi Taylor at jtaylor@gotrnova.org to be processed.

ATTENDANCE: Due to the importance of group dynamics and the experiential learning process of the Girls on the Run curriculum, participants who are absent for more than four (4) practices during one season will no longer be eligible to participate in Girls on the Run and no program refunds will be granted. It is critically important to the efficacy of the program experience that participants attend both sessions each week and parents should be informed prior to registration that participants are not allowed to attend only one session a week.

INJURY: If a registrant is injured before the close of late registration and they are unable to participate in the program, they are eligible for a full refund provided they offer a physician's verification. Prior to agreeing to the refund, however, registrants are encouraged to:

1. defer their registration for the following season, or
2. participate in the program and withhold from doing the physical aspects of the program (still participating in the lessons, cheering, participating in the impact project, etc.)

Parents have 30 days from the close of late registration to submit a doctor's note to verify a participant's injury. Refunds will be processed only after a doctor's note has been received.

After late registration ends, no refunds will be offered even in the case of injury. All refund requests must be made in writing to our HR and Operations Administrator, Jaimi Taylor, via email (jtaylor@gotrnova.org) to be considered.

INTERNAL REFUND POLICY:

Processing fees should never be refunded.

Refunds should not be processed in the system by anyone but Jaimi Taylor.

Requests for refunds after late registration should be escalated to Sarah Chew for review.

Refunds when the person also included a donation: the participant should be emailed and notified that a donation was included in the registration and ask the participant if they would like the donation to be refunded.

ATTENDANCE POLICY:

It is critically important to the experiential learning process, group dynamics and each girl's program experience that all girls participate in all sessions. Any girl who is absent for more than four (4) practices during one season may no longer be eligible to participate in Girls on the Run.

Parents/guardians are informed of the absentee policy, but coaches may find it helpful to remind parent/guardians. Coaches must track attendance and let Girls on the Run know if a participant's absences might exceed this number. No final decision regarding removal will be made until the coach and council have discussed the specific situation. Councils are encouraged to work proactively with coaches to mitigate these circumstances. Councils should explore reasons for the absence, consider core values, and weigh multiple objectives of the organization when determining who best to proceed.