



## MARINELAB'S FEES, PAYMENTS AND REFUNDS POLICY

### FEES

Unless otherwise noted, all MarineLab fees include meals, accommodations, field trips, evening instruction, and snorkel gear. SCUBA program fees include dive boat charter fees, rental scuba gear, and the mini adventure in the habitats in addition to the snorkeling field trips.

Snorkeling programs: One chaperone per boat is allowed free of charge. One additional chaperone PER GROUP pays room and board fees. All other chaperones or adults pay full price and are subject to the same cancellation policies as full paying students.

SCUBA programs. All chaperones in a SCUBA program pay for the out of pocket expenses incurred, such as dive boat charter fees and rental gear. That price will be listed on your confirmation packet. One chaperone per boat pays just the SCUBA fees; one additional chaperone per group pays the SCUBA fees plus the room and board fee; all other chaperones or adults pay full price and are subject to the same cancellation policies as full paying students.

### RESERVATIONS

Here is how our reservations work:

- Teachers reserve a certain number of our boats. The boats hold a maximum of 10 students and 1 chaperone.
- Program fees are per individual student.
- We must have a minimum of 9 individual deposits for each boat reserved.
- Deposits are 30% of the program fee, and are non refundable and not transferable to balance payments. However, they are transferable to other students or to adults paying full price.

For instance, if you have 25 students, you'll need to have three boats, since 20 is the maximum number of **students** on two boats. To get that third boat, you'll need to send 27 deposits. You'll only pay for 25 balance payments. If your program fee is \$360, this is what your program invoice will look like:

27 deposits @ \$108	= \$2,916
25 balance payments @ \$252	= \$6,300
<b>Total due</b>	<b>\$9,216</b>

If you had 27 students actually pay deposits, it just means that those two students don't get their money back. However, if you only have 25 students total to begin with, you may have to increase their program fees to cover that \$216.

We price our programs based on having 9 students per boat. That's why the minimums are in place; if you bring fewer than 9 students, then those forfeited deposits help cover the expenses of the boats and staff, which stay the same regardless of whether there are 7 or 10 students on board.

**Please keep your group size in mind when recruiting students! Boats hold up to 10 students and 1 chaperone for a total of 11 people per boat.** If you have two boats reserved, and you have more than 10, but less than 18 **students**, you may want to consider putting those other students on a waitlist and focus on filling one boat. Or, encourage them to go out and recruit additional students so you can reach the minimum required for that second boat.

### **PAYMENTS**

Your program is confirmed when a NON REFUNDABLE 30% DEPOSIT is received per paid participant. SCUBA programs deposit 30% of the MarineLab fee plus the SCUBA charter fee. If a student cancels after paying the deposit, that deposit amount is not applicable to the overall balance due, but it is transferable to another student or paying chaperone.

The BALANCE payment is due 30 days prior to the program start date.

### **REFUNDS/CANCELLATIONS FOR SNORKELING PROGRAMS**

**The deposit is non-refundable.** Individual cancellations 14 days or more before the program start date will receive a 70% refund. Cancellations 13 days or less before the program start date will receive a 50% refund UPON APPROVAL. NO refunds for no-shows.

If a student is ILL or has a FAMILY EMERGENCY and cannot attend at the last minute, a 70% refund will be issued UPON APPROVAL. Please refer to the registration booklet for SCUBA program refunds/cancellations.

We have an absolute minimum of 7 balance-paying students per boat. This is to cover those rare occasions when a group starts out with 9 students but keeps losing people. We receive a deposit for 9 students but must have at least 7 students attending in order to run the program.