



GENERAL PROGRAM POLICIES	
Age Requirements	<ul style="list-style-type: none"> • Roots & Shoots: Parent & Tot: Ages 0+ • Weekly/Monthly Programs: (approximate ages) <ul style="list-style-type: none"> ○ Seeds: Ages 5 – 7 years ○ Sprouts: Ages 7 – 10 years ○ Saplings: Ages 9 – 13 years ○ Forest Rangers: Ages 11 – 14 years • PA Day Programs: Ages 5 – 12 years • Adult Programs: Ages 18+ years • Camp Programs (must have completed by July 1st)(grades are approximate) <ul style="list-style-type: none"> ○ Seeds: 4 - 7 years (JK – Gr 1) ○ Sprouts: 7 – 9 years (Gr 2 – 3) ○ Saplings: 9 – 12 years (Gr 4 – Gr 6) ○ Rangers: 11 – 14 years (Gr 6 – Gr 9)
Hours of Operation	<ul style="list-style-type: none"> • Monday – Friday: 8:00 am to 4:00 pm • Roots & Shoots: 9:30am to 11:30am • All other day programs: 9:00am to 3:30pm unless otherwise noted
Extended Hours	<ul style="list-style-type: none"> • Morning Care: 8:15 AM to 8:45 AM • Afternoon Care: 3:30 PM to 4:00 PM • Extended hours available for Weekly Programs, PA Day Programs, & Summer Programs; fees to be paid with program fees
Participant to Facilitator Ratios	<ul style="list-style-type: none"> • We offer low student to adult ratios, which range from 5:1 up to 12:1 depending on the program • Volunteers are not included in ratios but do provide additional support
Morning Drop Off & Afternoon Pick Up	<ul style="list-style-type: none"> • Drop off will be staggered between 8:45 and 9:00am during which time parents/guardians will respond to a health check in, sign in, and give participants time to prepare for the day. <ul style="list-style-type: none"> ○ We have two designated outdoor classroom sites: The Den, The Nest ○ Please ensure you drop off & pick up at the appropriate designated site, which will be shared with participants prior to the start of programs • If you will be late or require early pick up, please call or text Brad (905) 429-1498 or email info@dogwoodforest.ca and we will arrange a meeting point • Pick up time is 3:30pm • For security reasons you must sign out your child with their leader before leaving the property
Personal Belongings, Food, and Water	<ul style="list-style-type: none"> • Personal belongings must be kept to a minimum and remain in their bags or on them • Hooks will be available for participants to hang their bags/belongings • We encourage families to label their child(ren)'s belongings • All participants must supply their own food and drink; no sharing is permitted • Please send litterless/boomerang lunches and refillable water bottles - all food waste and packaging must go home with each participant and be disposed of at home
Risk Management	<ul style="list-style-type: none"> • Our programs promote experiential, inquiry-based, play-based, and place-based learning and supports risk management where participants learn to work through challenges, experience risk, and learn from mistakes and successes which helps to build self-confidence • Hand Tool Use (For Weekly/Monthly School Year/Adult Program Participants ONLY) <ul style="list-style-type: none"> ○ Hand tools are locked away only accessible by educators ○ Participants have opportunity to learn how to use and work with various hand tools under the supervision of a trained educator ○ At the beginning of each term and throughout, educators will assess all participants' ability to use each hand tool safely, responsibly, and respectfully both independently and with other participants • Environmental Site Assessment <ul style="list-style-type: none"> ○ Educators conduct daily site assessments independently and with the participants to ensure everyone's awareness of whether a space is safe to use (i.e. fallen trees, ice)
REGISTRATION PROCESS	
<ul style="list-style-type: none"> • Online Registration via Amilia; participants will need to create an account to register for programs • All Registration will be accepted on a first come, first serve basis • Registration is welcome on an on-going basis; fees will be pro-rated • There is no guarantee additional sessions will have availability for registration received at a later date • School Year Programs: Early registration will be available to participants who are currently registered; Participants may only register for a maximum of 2 days/programs per week 	



REQUIRED FORMS – TO BE COMPLETED ANNUALLY & REVIEWED WITH EACH PURCHASE	
<ul style="list-style-type: none"> Participants must complete applicable child/adult Health & Medical Forms and review and sign (electronically) Health & Participant Waiver prior to their participation in the program; Digital signatures/text are considered binding agreements Participants will not be permitted on site without consent provided 	
PAYMENT INFORMATION	
<ul style="list-style-type: none"> Payments to be made through Amilia platform: <ul style="list-style-type: none"> Credit Cards (will require your credit card information) Pre-authorized debit (will require your bank account information) Payments can be received via e-transfer to info@dogwoodforest.ca – please set this up with Michelle in advance Payment plans available for some programs – see Payment Schedule in the table below 	
REFUND/CANCELLATION POLICY FOR ALL PROGRAMS	
<ul style="list-style-type: none"> When you choose to enroll in programs at Dogwood Forest, you are reserving space, time, supplies, and staffing. In many ways, the commitments we make to site preparation, program equipment, health and safety supplies, and staff are in place well in advance of programs beginning. The following policies have been created to address both the financial concerns participants may have and ensuring that the sustainability of operating and providing programs at Dogwood Forest can be maintained. All refund requests must be made in writing and supporting documentation may be required. Refunds due to medical or academic reasons will be considered on a per case basis: <ul style="list-style-type: none"> Medical refund requests will be assessed at any point during the participant’s program and must be accompanied by a doctor’s note An academic reason may be that participation in a program is not working out in the child’s best interest and must be accompanied by a letter from the school administration and/or classroom teacher indicating that this is the case Cancellations initiated within 3 business days of purchase date and changes/transfer of fees in program groups or dates are charged 3% of the cost of the program to recover the associated administration fees Please email requests to michellegraves@dogwoodforest.ca; requests will be processed in a timely manner. Refunds will be issued in the original form of payment (i.e. refunded to your credit card or PAD). 	
DONATIONS	
<p>We are 100% committed to providing participants with a safe, positive, and engaging outdoor educational experience that focuses on the development and overall wellbeing of each participant. To that end, we continue to invest in the program and property by building new learning sites, maintaining existing trails and ecosystems, creating new community connections, supporting families in financially accessing this experience, and establishing a dedicated team of educators who share our values to create our unique Dogwood Forest community and learning environment.</p> <p>If at any time you are unable to attend your program and you would like to donate your prepaid fees to support the sustainability of our programs, the Dogwood Forest family would be very much appreciative of this gesture.</p>	
MISSED DAYS POLICY FOR ALL PROGRAMS	
Inclement Weather	<ul style="list-style-type: none"> All program days will continue rain, shine, or snow No missed days due to inclement weather will be rescheduled or refunded For the Winter Term only, there will be one make up day tentatively scheduled for all participants the week following normal programming should Dogwood Forest feel it necessary to close for the day If school buses in Durham Region are cancelled due to inclement weather (eg. freezing rain/snow) on the day of our programs and we continue to run programs, it will be at your discretion whether your child attends the day. Participants should be prepared to be in all elements (Packing List access online) Safety is of utmost importance to us; no outdoor activities will take place during severe inclement weather, such as electrical storms or extreme winds or cold We will contact parents/guardians via email or text to pick up your child as soon as you are able and we will take shelter accordingly
Participant Absence	<ul style="list-style-type: none"> No make up days will be scheduled or refunded should the participant miss any days or time in a day due to illness, vacation, injury if obtained during program, removal from program, etc.
Closure due to Communicable Disease/COVID-19	<ul style="list-style-type: none"> Participants will have the choice to credit or refund all days not attended due to a closure, less the cost of one day of program fees Processing refunds or credits will take place at the end of a term or once further direction about reopening programs is provided Urgent refund requests must be made in writing



PROGRAM FEES, PAYMENT SCHEDULE, CANCELLATION INFORMATION			FEES (+HST)
Extended Hours			
AM Care: 8:15 AM to 8:45 AM PM Care: 3:30 PM to 4:00 PM	Per Child	AM OR PM: Rate is per block per day	\$7.00
	Per Child	Both AM AND PM: Rate is per day	\$14
Administration Fees			
Registration Cancellation or Program Closure	Applies any time there is a cancellation or program closure per participant if the space can be filled; see program specific policy if space cannot be filled		\$30
	Cancellation within 3 business days of registration invoice date		3% of program cost total
Registration Changes	Applies any time there is a change in program or week per participant		3% of program cost total
Insufficient Funds	NSF, Late Payment		\$25
Discounts			
<ul style="list-style-type: none"> • Applicable when registering for eligible programs at the same time • Discounts will not apply at a later date • Discounts will be removed from applicable programs for program cancellations or changes 			
Weekly School Year Commitment	Applies when registering for School Year Program (Fall/Winter/Spring Terms) and is automatically reflected in cost		10%
Parent & Tot Term Commitment	Applies when registering for Fall & Spring Terms for the same day		10%
Sibling	Applies to additional siblings attending the same program		5%
WEEKLY PROGRAMS	DAILY RATE (+HST) per participant	PAYMENT SCHEDULE	PROGRAM SPECIFIC CANCELLATION POLICY
Full School Year Commitment Sept - June <ul style="list-style-type: none"> • Seeds • Sprouts • Forest Rangers 	\$67.50 10% discount automatically applied	25% deposit due at time of registration to secure participant's spot in program followed by equal monthly installments or choice to pay in full Monthly Payment Plan Option: <ul style="list-style-type: none"> • 9 equal installments July 1 – March 1 	If the space cannot be filled: <ul style="list-style-type: none"> • 75% refundable 30 days or more than start of Fall Term (week of Sept 18) • 50% refundable within 30 days of Fall Term beginning (week of Sept 18) • After 3 sessions into the Fall term, a commitment to fees is considered final and Dogwood Forest is not obligated to offer refunds or credits for that program
Per Term Commitment Fall, Winter, Spring <ul style="list-style-type: none"> • Seeds • Sprouts • Forest Rangers 	\$75	25% deposit due at time of registration to secure participant's spot in program followed by equal term installments or choice to pay in full Term Payment Plan Option: 3 equal installments for each term: <ul style="list-style-type: none"> • Fall Term: July 1, Aug. 1, Sept. 1 • Winter Term: Oct. 1, Nov. 1, Dec. 1 • Spring Term: Jan. 1, Feb. 1, Mar 1 	If the space cannot be filled: <ul style="list-style-type: none"> • Full refund less the cost of one day of program fees when cancellation is 30 days or more than start of given term • 75% refundable less the cost of one day of program fees when cancellation is less than 30 days of the start date of a given term • After 3 sessions into a given term, a commitment to fees is considered final and Dogwood Forest is not obligated to offer refunds or credits for that program
Per Term Commitment Fall, Spring <ul style="list-style-type: none"> • Roots & Shoots Parent & Tot Program 	\$25 (fee includes 1 child + 1 adult) (under 12 months is free but must still register)	25% deposit due at time of registration to secure participant's spot in program followed by equal term installments or choice to pay in full Term Payment Plan Option: <ul style="list-style-type: none"> • Fall Term: Sept. 1 • Spring Term: Mar. 1 	
Drop In Programs <ul style="list-style-type: none"> • Seeds • Sprouts • Roots & Shoots 	Seeds/Sprouts: \$75 (fee includes 1 child) Roots & Shoots: \$25 (fee includes 1 child + 1 adult)	Full Payment Option Due at time of registration	<ul style="list-style-type: none"> • Single Day drop-in sessions are considered non-refundable



MONTHLY PROGRAMS	DAILY RATE (+HST) per participant	PAYMENT SCHEDULE	PROGRAM SPECIFIC CANCELLATION POLICY
10-Session Commitment 1 date per month Sept – June <ul style="list-style-type: none"> • Seeds • Sprouts • Saplings 	\$72.50	25% deposit due at time of registration to secure participant's spot in program or choice to pay in full Session Payment Plan Option: 3 equal installments for each term: <ul style="list-style-type: none"> • Fall Sessions: Sept. 1 • Winter Sessions: Dec. 1 • Spring Sessions: Mar 1 	If the space cannot be filled: <ul style="list-style-type: none"> • Full refund less the cost of one day of program fees when cancellation is 30 days or more than start of the program • 75% refundable less the cost of one day of program fees when cancellation is less than 30 days of the start date of the program • After 3 sessions into the program, a commitment to fees is considered final and Dogwood Forest is not obligated to offer refunds or credits for that program
6-Session Commitment Sept, Oct, Nov, Jan, Apr, May <ul style="list-style-type: none"> • Wilderness Wolves 		Full Payment Option Due at time of registration	
PA DAY PROGRAMS	DAILY RATE (+HST) per participant	PAYMENT SCHEDULE	PROGRAM SPECIFIC CANCELLATION POLICY
PA Days Seasonal Day Programs <ul style="list-style-type: none"> • October • November • January • April • June 	\$72	Full Payment Option Due at time of registration	<ul style="list-style-type: none"> • For cancellations 30 days or more from program start date: full refund, less \$30+HST admin fee per participant cancellation • For cancellations less than 30 days from program start date: full refund, less \$30+HST admin fee for days not attended will be considered if the space can be filled from the waitlist, should one exist; the participant will be responsible for paying program fees until the space can be filled
CAMP PROGRAMS	WEEKLY RATE (+HST) per participant	PAYMENT SCHEDULE	
March Break Camp March 11 – 14 (4 days)	\$290	Registration opens in December Full Payment Option Due at time of registration	
Summer Camp Per Week Commitment: July-August	\$350 (5-day camp) \$280 (4-day camp)	Registration opens in February 25% deposit due at time of registration to secure participant's spot in program followed by 3 equal installments: <ul style="list-style-type: none"> • April 1 • May 1 • June 1 	



ADDITIONAL PROGRAM POLICIES	
CHILD ABUSE REPORTING & PREVENTION	<ul style="list-style-type: none"> • Dogwood Forest is committed to taking a proactive position regarding the prevention of child abuse to ensure a safe and positive environment while protecting all those involved in our programs. • There are laws in Ontario under the Child and Family Services Act, which tell us what must happen when a person suspects that a child may have been abused or are at risk for abuse. • Dogwood Forest will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect or harassment. • Full policy available upon request
PRIVACY OF INFORMATION	<ul style="list-style-type: none"> • Dogwood Forest is committed to keeping the personal information of all our participants, staff, families, and clients accurate, confidential, secure, and private. Our Privacy Policy has been designed to inform families, clients, staff, and third parties of Dogwood Forest of the information that is collected, retained, and kept safe. • Full policy available upon request • Amilia Online Registration Platform has its own privacy of information safeguards in place
COMMUNICATION	<ul style="list-style-type: none"> • Email and Phone Calls are the main forms of communication with participants • Dogwood Forest encourages and works to maintain positive and open lines of communication with participants; we do not have any direct contact with schools that participants attend • We are open to receiving feedback about our programs and will address any questions or concerns in a timely and professional manner; we may not be able to meet all requests but we will remain open to finding a strategy or outcome that is more suitable for all those involved • If a conflict or issue arises, we ask that all those involved are respectful and considerate of one another and understand that a reflection period may be required before returning to conversation; our goal is to create a positive and productive environment for sharing concerns and coming to a solution together.
TERMINATION FROM PROGRAMS	<ul style="list-style-type: none"> • Dogwood Forest reserves the right, after notifying the participant or family that issues have arisen and removal is being considered, to remove a participant or family from the program if we deem, in our sole and absolute discretion, that it is in the best interests of Dogwood Forest and the Program to do so. • A refund will be provided for all days not attended; non-refundable administration fee applies
ADDITIONAL DISCLOSURE	<ul style="list-style-type: none"> • Policies are subject to change in a given year under reasonable grounds for adaptation • Participants & families will be notified in writing of any such changes