

Terrahana Policies

updated 1/15/2024

Thank you for taking the time to read through our general program policies. Please review this whole document, even if you have read previous versions, as there have been some changes.

General Refund Policies

- A portion of the tuition for each program is considered the deposit. The amount varies depending on the program. This deposit holds your space, and covers the cost of the administrative work of preparing and managing the programs. For these reasons, it is non-refundable for any reason.
- Participants are not entitled to a refund for personal sick days here and there, or missed days for other personal reasons, including awaiting COVID test results. In the event of true hardship or emergency that causes many missed days or inability to continue attending the program, we can discuss, though we cannot guarantee that a refund will be possible.
- Terrahana takes place rain, snow or shine. However, there may occasionally be a day when it is not safe to gather, as in cases of extreme heat or cold, or severe thunderstorms. In these cases, staff will monitor the weather and do their best to give ample notice of a day's cancellation. There are no refunds for weather-related cancellations.
- We will only cancel a day due to staff illness if there is no other option. This has only happened a couple of times in many years of running programs. We hope you understand that in order to maintain the viability of this work, we are not able to offer refunds for cancellation due to staff illness. Wherever possible, we will do our best to offer a make up day, but sometimes circumstances are that the day is simply missed.

Protocols for Illness

We will continue to communicate regularly with families through email about any changes, updates, important notifications and announcements prior to and throughout the season. We ask that families communicate any health concerns with us. Please let us know if you have questions about anything below, or would like to discuss further.

Health Screenings

Families are asked to conduct morning health screenings at home prior to bringing children to Terrahana. Children must stay home if they have a fever or signs of respiratory illness (other than allergies). If a participant arrives at camp with signs of illness, they will be asked to go home.

Hygiene Practices

Hygiene practices will include hand washing/sanitizing before and after meals and after using the bathroom, and additional cleaning practices for all shared spaces and equipment. We will have extra hand sanitizer available at all times for participants to use independently as necessary.

Illness in Participants or Staff

In general:

- If a participant feels sick, they must remain home.
- Anyone with symptoms of illness (fever, cough, or runny nose, etc) during the day will be brought to a separate area from other participants and staff (except for staff caring for them) and will be sent home.

- Anyone with a temperature greater than 100.4 F must remain home until they have had no fever for 72 hours without the use of fever-reducing medications (e.g., Advil, Tylenol).

In the case of a positive COVID test:

The guidelines from the VT Depts. of Health, Education, and DCF prescribe actions in the event that someone in a program tests positive or is identified as a close contact with someone who is positive. Terrahana will follow these guidelines as they apply to our situation, and consult directly with the Vermont Department of Health for further recommendations. Any participant who tests positive can only return once they have had a negative test result.