



Policy & Procedure: REFUND, WAIVER OR REDUCTION OF FEES

Journeys of the Heart shall comply with applicable law regarding fees. From the beginning it is important to note that Journeys of the Heart does not control all of the fees and expenses that adopting parent(s) may have before an adoption is complete. Journeys of the Heart has the ability to set and control the fees for the services that Journeys of the Heart directly provides. On the other hand, Journeys of the Heart does not have control over the fees set by governments, attorneys, and independent providers involved in providing services related to the adoption. In the document titled "Schedule of Fees" which Journeys of the Heart provides adopting parent(s) Journeys of the Heart identifies which anticipated adoption related fees and expenses are due Journeys of the Heart for the services it directly provides and which are due other individuals or entities for the services others provide.

Prospective adopting parents (parents) can "lock in" the fees due Journeys of the Heart by: (1) completing a Journeys of the Heart application, (2) paying the Journeys of the Heart application fee, and (3) signing and returning the Journeys of the Heart Schedule of Fees; (within 30 days of downloading the Schedule of Fees from Journeys of the Heart's website or from Journeys of the Heart mailing the Schedule of Fees to the family.) If parents do not sign and return the agreement within 30 days, parents may be required to pay the increased fees that Journeys of the Heart has implemented since Journeys of the Heart sent the initial fee agreement to parents. Journeys of the Heart fees will change over time but not frequently.

Transferring Programs

If adopting parent(s) change programs due to changing preferences, fees are not refundable or transferrable to the new program.

If the adopting parent(s)' initial program closes and the adopting parent(s) choose another program, JOH fees will transfer to the other program. In the case where adopting parent(s) transfer to a second program and the program fee of the second program is less than that of the first program, there will be no refund in the difference. **Please Note:** If parents transfer from Journeys of the Heart's domestic program to an international program or from an international program to the domestic program **Fees Do Not Transfer** as a credit to the other program.

Adopting parent(s) may not work with any other agency or birth parents toward an adoption while involved in a Journeys of the Heart adoption. There will be no refund of the Journeys of the Heart fees that parents have paid if adopting parent(s) decide to not proceed with Journeys of the Heart because they are adopting a child from another agency or because they are pregnant.

Adopting parent(s) need to understand that, while Journeys of the Heart attempts to work with individuals, organizations and countries whose fees remain stable, ultimately the fees charged by these other individuals and entities are under the control of the other organizations and countries. Journeys of the Heart will advocate for parents who have started the process under one set of fees be "grandfathered" in and have their cases completed under the fees that were in place when the family started. However, ultimately, that decision rests with other individuals and entities that are providing the services.

Similarly, should events beyond Journeys of the Heart's control shut down the adoption process in a the foreign country or should individuals, organizations, or governments beyond Journeys of the Heart's control become unwilling or unable to complete the adoption, Journeys of the Heart will advocate for adopting parent(s) but does not guarantee the completion of the adoption process or the refund of any moneys paid to the other individual, organization, official or government.

Adopting parent(s) who request reductions, waivers or refunds in fees that are under Journeys of the Heart's control must make such requests in writing, and submit them to the Journeys of the Heart executive director. The executive director shall decide and respond in writing to the request within five working days of Journeys of the Heart receiving the written request. The executive director's disposition of the request will be noted in the case file. In deciding such requests, the executive director is under no obligation to grant the request. The executive director shall exercise discretion in granting any requests.

Parent Signature Date

Parent Signature Date

Please Print Name

Please Print Name