

# Registration

## REGISTRATION PROCESS

- **Online.** You may register for OLLI Mason courses and activities (diversions, excursions, and clubs) online at [olli.gmu.edu](http://olli.gmu.edu). Click **Sign In** at the upper right-hand corner of the home page.
  - **Mail-In Registration Form.** You may also register for courses and activities using the registration form. The form can be dropped off or mailed to: Osher Lifelong Learning Institute, 4210 Roberts Rd, Fairfax, VA 22032.
- \*\*Emailed registration forms will not be accepted. \*\***

## When to Register

Members are encouraged to register for courses and activities as soon as registration opens (the date is listed on the front and back cover of the catalog and on page ii). **IMPORTANT NOTE: Register early for courses and activities. Popular offerings can fill up quickly, even on the first day of registration.** Although registration continues throughout the term, low enrollment courses and activities are subject to cancellation, so please register early. You must click **Add to Cart** as detailed below:

- **Each time you select a course or activity, you must click Add to Cart.**
- After adding all courses and activities to the cart, be sure to check out. The  "CHECKOUT" button is in the upper right-hand corner of the Member Portal.
- Courses and activities with fees will have a dollar sign \$ next to their descriptions.
- Payment for courses and activities with fees must be made at the time of registration.

## Making Changes to Your Registration (Add/Drop)

- You may add offerings (courses, special events, and clubs) at any time online through the Member Portal.
- You may drop offerings by filling out the online form at: [olli.gmu.edu/add\\_drop\\_form](http://olli.gmu.edu/add_drop_form) or by emailing [ollireg@gmu.edu](mailto:ollireg@gmu.edu).

## Emails Confirming Class Enrollment and Payments

You will receive email confirmations for your enrollment in OLLI Mason courses and activities per below. If you want to see your enrollments thereafter, log in to the Member Portal ([olli.gmu.edu](http://olli.gmu.edu); Member Portal button) and click **"CURRENT REGISTRATIONS"**.

- Confirmation emails for all of your selections will be sent immediately after checkout; please read your confirmation notes carefully.
- If you do not have an email address on file, the confirmation notes will be mailed to you.
- Special Event fees: OLLI Mason cannot guarantee a refund for courses or activities once you have paid and enrolled. As such, please consider carefully before signing up for offerings with fees. If you need to drop an activity, you should contact the registrar. In some cases, refunds will be granted if your reserved spot is filled by someone else or the event is canceled.

## Wait Lists

- OLLI Mason does everything possible to maximize enrollment. Members will be wait-listed if a course or activity is full.
- If space opens in a course or activity, the OLLI Mason office will contact members on the wait list until the vacancy is filled. In most cases, the office will not leave a message.

# OLLI Mason Policies

## Closing Policy

**In-person classes:** OLLI Mason is closed when county schools are closed. When schools announce a delayed opening, OLLI Mason generally opens on time. Exception: at George Mason facilities OLLI Mason adheres to George Mason closing decisions. If George Mason announces a delay, OLLI Mason may need to cancel the first class of the day. Also, poor conditions at OLLI Mason sites may necessitate class or event cancellations. The most up-to-date information on OLLI Mason delays and closings can be found in the Daily Schedule email, on the OLLI Mason website: [olli.gmu.edu](http://olli.gmu.edu), or on the Tallwood office voicemail at **(703) 503-3384**.

**Hybrid classes:** Refer to the Daily Schedule email for up-to-date information.

**Zoom classes:** will proceed as scheduled.

## Health and Safety

By coming to any OLLI Mason campus, all members, staff, teachers, and visitors attest that they are in compliance with current CDC vaccine recommendations and agree to follow OLLI Mason Health and Safety Protocols. As a courtesy to the OLLI Mason community, members should not participate in any in-person activities if they are not feeling well. Even though masks are optional, OLLI Mason supports all those who wish to wear one. For questions about health and safety at OLLI Mason, feel free to email the office at [olli@gmu.edu](mailto:olli@gmu.edu).

## Parking Policy

Fairfax: front and rear of the Tallwood building; also in the adjoining Fairfax swimming pool lot in the area designated by traffic cones, if present. **Driving to and from OLLI sites and events is at your own risk.**

## Picture Policy

OLLI Mason classes and events may be photographed or video recorded. Members agree to have their likeness recorded for possible non-commercial use by OLLI Mason for promotional purposes, advertising and/or inclusion on the organization's website, social media, or for any other digital or print purpose. If a member objects, they may do so by contacting [olli@gmu.edu](mailto:olli@gmu.edu) in writing.

## Privacy Policy

OLLI values member privacy and is committed to protecting personal information. When registering for membership, OLLI collects name, email address, and other information. This information is used to manage a member's account, sending updates, personal experience, and to assess OLLI's impact and reach. OLLI may also share some information with trusted third party service providers like payment processing. Members have the right to access, correct, or delete their data, and can opt out of marketing communications and the member directory at any time. This policy may be updated, and members will be notified of any changes.

## Recorded Classes Policy

Recorded classes and events may be displayed on the Osher Lifelong Learning Institute at George Mason University (OLLI Mason) website. All material appearing on the website is the property of OLLI Mason. Recordings are accessible to members only. Members may not reproduce, distribute, publish, transmit, or in any way exploit any such content, nor may they distribute any part of this content over any network, sell or offer it for sale, or use such content to construct any kind of database. Copying or storing

any content is expressly prohibited without the prior written permission of OLLI Mason.

For permission to use any content on the website, or to request removal of a recording, please contact [olli@gmu.edu](mailto:olli@gmu.edu).

## Refund Policies

- i. Membership Fees:** Members may only obtain a full refund of their membership fees by applying in writing to the executive director before the beginning of the third week of classes in the first term after enrollment or re-enrollment. OLLI Mason cannot honor proration or refund requests after this deadline.
- ii. Special Event Fees:** OLLI Mason cannot guarantee a refund for courses or events once the member has paid and enrolled. As such, please consider carefully before signing up for offerings with fees. If the member needs to drop an event, they should contact the registrar. In some cases, refunds will be granted when the member's reserved spot is filled by someone else or the event is canceled.

## Trip Policies

- i. OLLI Mason Sponsored Trips:** OLLI Mason members and guests participating in activities that entail transportation to locations other than Osher Lifelong Learning Institute sites must sign a paper waiver prior to departure. The waiver releases OLLI Mason from any and all claims for injury or damage sustained by, through, or as a result of such activities, and holds OLLI Mason harmless for any claims resulting therefrom.
- ii. Outside Entity Sponsored Trips:** Travel agencies must be vetted and approved by the OLLI Mason executive director before planning and advertising trips. OLLI Mason members and their guests must work directly with the travel agencies, and these trips are managed and processed entirely by the travel agencies. OLLI Mason is not involved in the purchase or refund of transactions, logistics, or in liability whatsoever.

**Please Note:** All participants must follow any existing health and safety protocols of OLLI Mason and transportation.

## Code of Conduct

OLLI Mason endeavors to create a positive and affirming environment that fosters learning and social connection. Members, instructors, and staff are expected to demonstrate mutual respect, personal and academic integrity, kindness, and a commitment to civil discourse. Ensuring OLLI Mason is a welcoming, inclusive and affirming learning community is a responsibility shared by all members, instructors, and staff. Many of our programs offer a forum for the lively and even passionate exchange of views. To that end, our learning community follows principles of courtesy and mutual respect that promote reasoned discourse and intellectual honesty. Contrasting viewpoints are honored and appreciated. These principles apply to all OLLI courses, in-person and via Zoom, as well as all meetings, special events and other activities. Members, instructors, and staff are encouraged to contact the director ([ollied@gmu.edu](mailto:ollied@gmu.edu)) if they observe behavior that is a breach of this code of conduct. Transgressions may include denigrating other's views or opinions, threatening or bullying behaviors, offensive or abusive language, disruptive classroom conduct, sexual harassment or discrimination, and monopolizing classroom discussions. Personal attacks are especially unacceptable. The director shall investigate and, if a problem is confirmed, address it directly with the alleged violator(s), and determine the appropriate consequences and board involvement, up to, and including, exclusion from OLLI Mason facilities, classes and activities.