First-Year Orientation Fees & Refund Policies

New Student & Family Programs does not receive funds from the State or UNC-Chapel Hill. New Student & Family Orientation operates on a self-sustained budget and must cover all related expenses for each participant.

**First-year Student:** $140.00

**First-year Family/Guest Registration (flat fee):** $75.00

**Reservation Deadlines and Late Reservation Fees**

In order to ensure a successful program for all of our participants, participation numbers are confirmed with advising and campus partners well in advance and changing the guaranteed numbers can impact program fees. All sessions are on a first-come, first-served basis.

**If you make your New Student & Family Orientation Reservation after Saturday, May 15, 2021 at 11:59 p.m., ET, a $25.00 late reservation fee will be charged.**

**Reservation Changes**

Changes are able to be self-made to your New Student & Family Orientation Reservation until Saturday, May 15, 2021 at 11:59 p.m., ET. After the May 15 deadline, you will need to make a formal request for the change in writing by emailing newstudents@unc.edu.

All formal change requests must be received no less than 10 business days before your scheduled Orientation date and there is no guarantee that your request can be accommodated. Orientation Session dates are scheduled on a first-come, first-served basis.

**Payment Process**

New Student & Family Orientation payments can only be accepted by debit or credit
card (Visa or MasterCard).

**Paying by Visa or MasterCard**

If you are paying by Visa or MasterCard, please have the card number, expiration date, CVV code and name and billing address associated with the card readily available at the time you complete your Orientation Reservation.

**Paying by Check or Money Order**

Due to COVID-19, we are not in the office and therefore are unable to accept physical checks or money orders. If this is your only payment option, please contact our office for further guidance by sending us an email at newstudents@unc.edu.

**Deferred Payment**

Financial constraints will not prohibit you from attending New Student Orientation. New Student & Family Programs offers deferred payment. To request deferment, please contact us.

**Orientation Reservation Refund Policy**

Orientation Reservation refunds are only issued should the student no longer be attending UNC. Requests must be submitted in writing at least 10 business days prior to your scheduled session.

Your written request must include:

- the date you withdrew from UNC (please attach the email confirmation from UNC Admissions)
- your UNC PID number

*NOTE: There is a $25.00 process fee for refunds.*

Refunds requested for credit card transactions will be processed by check after 6 months.

Written refund requests may be sent by email to newstudents@unc.edu.

**Late Orientation Reservation Fee**
The deadline for first-year students to complete a New Student Orientation Reservation is Saturday, May 15, 2021 at 11:59 p.m., ET. Beginning Sunday, May 16, 2021, a late reservation fee of $25 will be charged to the reservation.

**Making Changes to Your Reservation**

Please note that changes can only be requested for the following:

- add or remove guests
- request different session dates

Changes can be self-made in the Orientation Reservation System until May 15. After the deadline of May 15, 2021, you will need to make a formal request for the change in writing by emailing newstudents@unc.edu.

All formal change requests must be received no less than 10 business days before your scheduled Orientation date and there is no guarantee that your request can be accommodated. New Student Orientation session dates are available on a first-come, first-served basis.

**No-Show Policy**

Attending New Student Orientation is required for all UNC new students (first-year and transfer). If you do not attend the Orientation session for which you have made a reservation without providing written notification to New Student & Family Programs at least 10 business days prior to your scheduled date, you will be recorded as a NO-SHOW. To attend a new Orientation session, you must complete a new reservation and pay a $25 no-show fee, which covers the cost of the session you missed.

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**Source URL:** [https://nsfp.unc.edu/students/first-years/first-year-student-orientation/first-year-orientation-fees-refund-policies](https://nsfp.unc.edu/students/first-years/first-year-student-orientation/first-year-orientation-fees-refund-policies)

**Links**

[1] mailto:newstudents@unc.edu
[2] mailto:newstudents@unc.edu
[3] [https://nsfp.unc.edu/about-us/contact-us](https://nsfp.unc.edu/about-us/contact-us)