



Mazama Sliding Scale Fee Program FAQ

What costs are covered through this program?

This program only applies to the Mazamas Climb prices (all tiers). There may be additional costs associated with your climb(s) such as transportation, gear, and additional permits that we are not able to help with at this time.

What is the process for receiving aid?

This is a no-questions-asked process, which means we automatically award any aid you request through our online form. We only need your name and email to find you in our system (very important to enter the email in the application you used for your Mazama profile), and the climbs you are requesting aid for.

When you apply for a climb, the Mazamas collects your credit card information and will display the full cost of the climb. *However, you will not be charged that amount at the time you apply.*

Once we receive your sliding scale form, we will adjust your climb fee(s) so you will only be charged the amount you entered in the form. This administrative step does create a delay from when you apply for your climb, to when your payment amount is adjusted. We will adjust payment amounts M-Th 9 a.m.–5 p.m. If you are concerned about being accepted and charged the full amount before we can process your payment adjustment, contact help@mazamas.org and we will try and expedite your request.

Why can't I just enter the amount I can pay when I apply for a climb?

At this time, we don't have the ability to build that into our IT system. We hope to be able to do so in the future, once the funding becomes available.

Is there a minimum amount I have to pay per climb?

We require a minimum of \$5 per climb.

How will I know the status of my payment amount?

Once you complete the form, you'll receive an email confirmation that we've received your request. We will change your amount shortly after we receive your form (M-Th 9-5). If you are concerned or have questions about the status of your request, you are welcome to contact us at help@mazamas.org or call the office at 503-227-2345.

Is the process confidential or will the climb leader and climb team know that I have applied for aid?

Financial aid status is confidential, and we will not share your status or information with volunteers or leaders. Certain Mazama staff will know your status in order to adjust payments.

Does my request for financial aid impact my chances of getting accepted onto a climb?

No. Climb leaders accept climbers based on a number of factors, but they will not have any knowledge of your application for aid.

I applied for aid for 6 climbs, but was only accepted on 2. What now?

You are welcome to fill out the form again for up to 4 more climbs. Simply fill out the sliding scale form as often as you need.

I've already been accepted on a climb and charged full cost, but I would have applied for aid if I had known about this program in time. Is there anything I can do?

Yes! We know this program rolled out after climb season had begun. For 2021, we are happy to refund you the difference. Fill out the sliding scale form and we will contact you to refund the difference per your request. Please apply for retroactive aid within 30 days of being accepted into the climb(s) in question.

I applied for aid but was not accepted on the climb. Now what?

You will not be charged anything if you are not accepted onto a climb. If you apply for more climbs, and need aid for those, simply fill out the sliding scale form for any other climbs.

I don't need financial aid, but I want to support this program. How do I do that?

Thank you! This program is funded through our Mazama Scholarship Fund. Go to <https://mazamas.org/donate/> and direct your gift to the Scholarship Fund.

I still have questions. Who can I email to get more information?

Email us at help@mazamas.org or call us at 503-227-2345.