

- **Is Linden Hall opening for the fall semester?**
 - Yes, Linden Hall is planning to open for the fall semester in August. Classes are on track to begin August 17th. More information regarding orientation week (August 10-14) and the format for classes will be made available by July 10th.
- **What if Linden Hall does not open as scheduled in August or some students are not able to arrive for the start of the school year?**
 - Linden Hall is planning on opening in August; however, if we are not able to open our doors, we will welcome students back online through our Linden Hall (LH) Virtual Learning Program, much like we did this past spring. Should individual students not be able to return to campus in the fall due to travel bans, visa issues, or other effects of COVID-19, they will be supported through distance learning until they are able to join us on campus.
- **What is important to know about my enrollment agreements, payment deadlines and payment plan options?**
 - Linden Hall is committed to making the best decisions with you and your daughters in these uncertain times. Your tuition payment is not due until late July, approximately two weeks prior to your daughter's arrival on campus. Depending on your enrollment status you may be eligible for a payment plan that can spread your payments over the course of the school year. We also offer a [Tuition Refund Plan](#) as noted below. Linden Hall will continue to provide a highly personalized approach to working with families and ongoing sensitivity to individual family circumstances. This may include an extension on the deposit deadline or a financial aid appeal. Families can pay online through their Smart Tuition accounts including automated ACH payments and credit cards. Check payments, wire transfers, and phone payments are also accepted by Linden Hall.

Under some circumstances, tuition deposits may be transferrable to future entry (Spring or Fall) or refundable through July 30th. Students unable to join us on campus due to formal travel restrictions or visa denial must communicate clearly and regularly with our Admissions Office. Those seeking transfer or refund of deposit due to visa issues must provide proof of denial and follow instructions provided by the Admissions Office, including an online meeting with Admissions staff prior to their initial visa interview and any subsequent visa interviews. For questions relating to your enrollment agreement, please connect with our Admissions Office at admissions@lindenhall.org.

- **Does Linden Hall have a Tuition Refund Plan?**

- Linden Hall provides a Tuition Refund Plan via the Protect My Tuition program that will reduce the family's financial obligation in the event the student does not remain at Linden Hall for a variety of reasons including involuntary unemployment of the tuition payer and voluntary withdrawal of the student subject to the terms of the Program. More information on the Plan is available on the Parent Resource Page in Blackbaud, and the Tuition Refund Plan brochure is also available via a link in your enrollment agreement.

- **If my family has been impacted by COVID-19, who can I talk to at the School about personal circumstances that impact my timeline?**

- Should you have personal circumstances to discuss, we encourage you to reach out to our Admissions Office at admissions@lindenhall.org or the Business Office, by contacting Melissa Landis, at mlandis@lindenhall.org. They will be best able to address your questions and work through the details of your daughter's enrollment at Linden Hall.

- **How will Linden Hall protect the health of its students, faculty, and staff upon return to Linden Hall?**

- Our primary concern is the health and safety of our students. Linden Hall is developing procedures to check for signs and symptoms of students and employees every day upon arrival back to campus. Anyone who is sick or believes they have been exposed to someone who is sick is required to stay home. Our COVID-19 task force is putting in place a plan to address any illnesses that could impact the campus upon arrival back to school. We will monitor student and employee absences closely.

We will continue to communicate regularly with employees, students, and parents regarding developments with local health officials, any potential exposures or cases and updates to policies and procedures necessary to protect our LH community.

- **How will classes be taught this fall?**

- Linden Hall will remain flexible in our approach to teaching and learning throughout this crisis. Our primary concern will remain the health and safety of our faculty, staff, and students. After that, we will continue to deliver on the mission of the school. Classes may be in-person, online (synchronous and asynchronous), or delivered in a hybrid model. Once the school determines how instruction will be delivered by July 10th, we will release information about accessing our curriculum. Look for additional information this summer.

- **If I am not able to return in the fall, will Linden Hall offer partial refunds or account credits for boarding costs?**
 - In the event Linden Hall is not able to open the dormitories this fall we are developing a process for families to request a partial room and board credit or refund for the fall boarding portion of tuition. As an institution committed to continuing to pay the salaries of our teaching faculty, residential faculty, and staff, we hope that families who are in a position to do so will consider not making a request for a residential credit or refund. Once the process is in place, we will send more detailed information.
- **How will Linden Hall handle on and off campus events?**
 - Our decision to transition to a distance learning model this spring was based on the premise that social distancing can curb the spread of COVID-19. Therefore, we cancelled all events and gatherings, both on and off campus, for the remainder of the school year. We know that the decisions we have made to ensure the health and safety of our community are particularly hard for our senior class. While we cannot hold graduation exercises in the traditional manner, we will recognize our students, particularly our seniors, in a myriad of other ways to celebrate our girls' incredible accomplishments.

As we look to the fall, we will comply with government regulations and will rely upon the advice of our public health officials and our Penn Medicine LG Health partners to guide us in decision-making, particularly in the realm of large gatherings, domestic and international travel, and interaction with the community beyond the borders of our campus. Currently, the campus at Linden Hall is closed to outside visitors to protect our students and boarders who remain on campus.

- **Where is Linden Hall getting its guidance on the coronavirus and where do you suggest I look for more information?**
 - Linden Hall has formed a high-level task force to plan for and manage possible disruptions related to the COVID-19 outbreak, monitor federal and state recommendations, implement guidance, and communicate with our community. The task force is meeting weekly to synthesize the latest information, consult with experts, analyze risk, and prepare for various scenarios. The health and well-being of our Linden Hall community is our top priority.

Please visit our website for weekly updates from the task force. Current parents can access the COVID-19 Resource Group on Blackbaud for links to information.

- **Will Linden Hall require students to quarantine for a two-week period upon returning to School for the fall?**

We will be monitoring travel advisories for destinations with increasing numbers of COVID-19 and will follow CDC and WHO recommendations regarding quarantine upon students' return to campus. Even if there is no quarantine recommendation at this time, there is a possibility that, if advised by the CDC or our local Health Department, we would require a 14-day quarantine upon return to Linden Hall. Quarantine would take place on campus in a separate building.

- **Who can I contact at Linden Hall if I am feeling anxious about the coronavirus outbreak and the impact it has had on my school community?**

- Linden Hall is very aware of the anxiety students and parents are feeling about the coronavirus, particularly those from countries experiencing large numbers of cases, those who cannot travel home, and those whose travel plans have been disrupted due to fears of further outbreak. Our counseling and medical staff at Linden Hall continue to make themselves available to students feeling anxious about the coronavirus and will continue to provide support to our students and their families. To talk to the counseling or medical staff at Linden Hall, contact our Health Office at health@lindenhall.org.

- **Who should I contact about my remaining questions?**

- Current parents, students, and employees, refer to the Contact List Topic available in the COVID-19 Group in Blackbaud.
- Families engaged in the inquiry or application process, reach out to our Admissions Office at admissions@lindenhall.org.
- For questions related to tuition and fees, contact Melissa Landis, Business Office, at mlandis@lindenhall.org.
- For questions related to employment matters, contact Anne Rampulla, Human Resources, at arampulla@lindenhall.org.
- Members of the community outside Linden Hall, contact Brandi Rice, Communications Coordinator, at communications@lindenhall.org.