



## Portland Audubon Summer Camp Cancellation & Refund Policy

Portland Audubon understands that family schedules change and unexpected events occur. We are happy to accommodate schedule changes and cancellations in our camps. As a significant amount of the cost of camp is invested long before the program date, refunds vary based on the amount of advanced notice you are able to provide.

<b>Cancellation Date</b>	<b>Amount Retained by Portland Audubon</b>
More than 30 Days Prior	20% of Tuition Paid
15-30 Days Prior	50% of Tuition Paid
0-15 Days Prior	100% of Tuition Paid

### Weather

While cancellations on our part are a rare occurrence, they do happen occasionally. We do everything that we can to adjust the camp day so we can safely run programs and we make these decisions in real time as conditions change. At times we must make the hard decision to cancel a camp day. The two main weather related concerns encountered are extreme heat and air quality. If a full camp day is canceled, you may elect to receive a prorated credit toward a future program, or a prorated refund minus a 10% administrative deposit.

### Extreme Heat Policy

If temperatures exceed 90 degrees during the camp day, activities are modified and campers will be offered extra water and/or electrolyte-replacement drinks. On days where the forecast predicts temperatures above or in excess of 100 degrees we will either offer a shortened camp day to avoid the hottest part of the day or cancel camp for the whole day to help protect the health of campers and our staff.

### Air Quality Policy

Since our camps spend the majority of the time outside we want to be mindful of air quality and extended exposure to wildfire smoke and other respiratory hazards. If the air quality index (AQI) is forecasted to be "Unhealthy" (151 or higher) the camp day will be canceled.

### Sickness/Injury/Scheduled Absences/No-Shows Policy

All of our youth education programs have limited space to ensure a high-quality experience.

We cannot credit, refund, or prorate tuition for scheduled absences, no-shows or days missed due to illness or injury.