

ACADEMIC PROGRAM POLICIES 2019-2020

IF USING A BIG THOUGHT VOUCHER FOR YOUR PROGRAM, REFER TO THE NEXT PAGE.

All cancellations, headcount changes, modifications and date change requests must be submitted in writing to dcac@audubon.org.

- With the exception of certain school districts that do not allow for pre-payment of programs, payment is due in full prior to services being rendered, up to the morning of the program. An invoice will be sent with your booking confirmation. *If your school/district does not permit pre-payment, you must contact us for payment arrangements.*
- **Failure to timely submit payment without prior arrangements may result in cancellation of your program by Audubon. If your group arrives for the program and payment has not been received, or is not provided upon arrival, Audubon reserves the right to deny services. However, payment will remain due in full under the cancellation policy.**
- Cancellations are accepted when sent in writing to dcac@audubon.org no less than 14 days prior to your program date. If a cancellation request is received less than 14 days prior to the program date, or if students fail to appear the date of the program, full payment for the program will be due no later than the originally scheduled date of the program.
- Date changes can be made once per booking if requested at least 14 days prior to the program date. If we are unable to agree on a substitute date, or if the date change request is received within the 14 days prior to the program date, the cancellation policy above applies. *Date changes cannot be used to avoid a cancellation fee.*
 - *Any subsequent date change requests, after the first, will require payment of an additional \$100 administrative fee per change.*
- Modifications to headcount must be submitted to dcac@audubon.org. We reserve the right to deny a request to increase headcount based on staffing. When an increase to student headcount is permitted less than 14 days prior to the program date, or if students in excess of the headcount are present the day of the program, the extra students will be charged at double the per student rate and are not guaranteed supplies and equipment for the day's activities.
- Students and chaperones will be divided into the appropriate number of groups upon arrival. Group size will be based on actual student attendance and Audubon educator availability.

***Special note for Aquatic Adventures and STEM Camps:** Due to the logistics of the **Audubon Aquatics Adventures and STEM Camp** programs, we may not be able to fully accommodate any excess students that arrive the day of the program, or for which we receive less than two (2) full business days' notice of participation. However, these students will be charged the applicable fees, at double the rate, and the fees must be paid at Check In the day of the program. Additionally, these programs generally take place at an off-site location, such as Cedar Hill State Park, that charges an entry fee. Audubon covers entry fees for all students and adults based on the headcount last received as of fourteen (14) calendar days prior to the program date. All other adults and students are responsible for any applicable entry fees. The organization scheduling the program is responsible for obtaining the correct entry fee amount and being prepared to pay entry fees upon arrival.*

INCLEMENT WEATHER POLICY

Dogwood Canyon Audubon Center follows the Cedar Hill Independent School District inclement weather closings and delays. Programs are considered canceled in the event of an inclement weather closing or delay by Cedar Hill Independent School District, or a closing or delay by the district booking the program.

- Never assume that your program has been canceled.
- We hold most programs rain or shine and cancel only when conditions are unsafe for travel. Students and chaperones should always come prepared for the possibility of spending time outdoors. If a rainy day suddenly becomes sunny, we may take advantage of the break in the weather.
 - *If you have booked an Aquatic Adventures Program, a Guided Hike, or STEM Camp, we will attempt to communicate with the primary contact as soon as possible if the weather forecast requires that we consider cancelling or postponing the program.*
- If Audubon chooses to cancel a scheduled program, we will attempt to reschedule. If we are unable to coordinate another date, a full refund will be issued of any payment received. We will call the phone number for the primary contact as soon as possible.

ACADEMIC PROGRAM POLICIES 2019-2020

POLICIES FOR ALL PROGRAMS USING BIG THOUGHT LEARNING PARTNERS VOUCHERS

All cancellations, headcount changes, modifications and date change requests must be submitted in writing to dcac@audubon.org.

- **In order to book a program with a Big Thought voucher, your request must include the Voucher Number and Approval Code. Both of these are obtained from Big Thought.**
- If payment is not paid in full by your voucher, the balance being paid prior to services being rendered, up to the morning of the program. An invoice will be sent with your booking confirmation. *If your school/district does not permit pre-payment, you must contact us for payment arrangements.*
- Cancellations are accepted when sent in writing to dcac@audubon.org no less than 14 days prior to your program date. If a cancellation request is received less than 14 days prior to the program date, or if students fail to appear the date of the program, full payment for the program will be due and an invoice will be sent to Big Thought (and to the school if the school is responsible for a portion of the invoice). Any portion of the invoice not paid by Big Thought will be the responsibility of the school booking the program.
- Date changes can be made once per booking if requested at least 14 days prior to the program date. If we are unable to agree on a substitute date, or if the date change request is received within the 14 days prior to the program date, the cancellation policy above applies. *Date changes cannot be used to avoid a cancellation fee.*
 - *Any subsequent date change requests, after the first, will require payment of an additional \$100 administrative fee per change.*
- Modifications to headcount must be submitted to dcac@audubon.org. We reserve the right to deny a request to increase headcount based on staffing. When an increase to student headcount is permitted less than 14 days prior to the program date, or if students in excess of the headcount are present the day of the program, the extra students will be charged at double the per student rate and are not guaranteed supplies and equipment for the day's activities. Any portion of the fees due based on this policy that are not paid by Big Thought will be the responsibility of the school booking the program and will be due immediately.
- Students and chaperones will be divided into the appropriate number of groups upon arrival. Group size will be based on actual student attendance and Audubon educator availability.

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