

# Carver County Parks

## Recreation Programming Cancellation Procedure

### Cancellations & Changes:

Payment and changes to the Customer's group size are required at least **8 days** prior to the program date. Cancellations made 0 - 7 days prior to the program date are non-refundable unless cancelled by the **Carver County Parks Department**.

The **Carver County Parks Department** reserves the right to cancel a program for the following approved reasons:

- **Severe weather** (lightning/strong winds/extreme temperatures/snow or ice emergency)
  - Cold weather guidelines for closing winter equipment rentals or canceling programs:
    - Air temperature of -10 degrees or colder
    - OR Wind-chill index of -15 degrees or colder
  - Lightning procedure is to wait until there is a 30 min space between lightning strikes before continuing the activity. Staff may also choose to cancel due to radar showing consistent severe weather activity (severe storm warnings/tornadoes etc.) continuing through the length of the program regardless of whether lightning is present at that very moment.
  - Strong winds procedure is to cancel the paddle activity if 'white caps' are visible on the water body that is being planned to paddle.
- **Uncontrollable environmental factors** - (water or air quality/poor snow pack)
  - Example: there is not enough snow to run a ski or snowshoe program
  - Example: there is a water quality concern per the Parks water monitoring procedure
- **Low enrollment in open registration programs** - this decision will typically be made 2 days prior to the program and only applies to Partnership Programs (not private or contracted groups).
- **Poor Weather** - Programs will **not** be cancelled due to precipitation or undesirable temperatures unless conditions are severe (as described above).

In the event of the above scenarios, your group may be offered a back-up activity or location change as an alternative to cancelling.

### Refunds:

In the event of a cancellation due to a **Carver County Parks Department** staff decision, the **Customer** may choose the following refund method:

- Refund the total amount paid
- Use the amount paid as a credit toward your next booking (credit must be used within 6 months of original date, otherwise the credit would be refunded in its entirety)
- Reschedule the activity to a later date
- If your group would like to preemptively schedule a back-up date, that date will only be 'unlocked for use' if the primary date is cancelled by the **Parks Department** (for the above listed reasons). It will **not** be available for use if the primary date is cancelled by the **Customer**.

In the event of a Recreation Program cancellation due to a **Customer** reason, the refund policy is:

- 31+ days prior to program date
  - 100% refund (or credit) will be issued to the **Customer** from **Carver County Parks Dept.**
- 15-30 days prior to program date
  - 75% refund (or credit) will be issued to the **Customer** from **Carver County Parks Dept.**
- 8-14 days prior to the program date
  - 50% refund (or credit) will be issued to the **Customer** from **Carver County Parks Dept.**
- 0-7 days prior to the program date
  - 0% refund (or credit) will be issued to the **Customer** from **Carver County Parks Dept.**