

NORTHEAST PASSAGE – CANCELTATION POLICIES

Cancellation by NEP

- Northeast Passage programming can be canceled in the event of (including but not limited to): Inclement weather (see Weather Policy), staff or volunteer shortage, conflicts with site or location, low registration numbers, equipment issues
- Cancellation of an event is at the discretion of the program coordinator and must be discussed with all staff involved, prior to cancellation.
- Northeast Passage staff will make every effort to not cancel an event, but reserves the right to make last minute changes and adjustments
- If an event is canceled by Northeast Passage, staff will make every effort to give registered participants at least 24 hours notice
- Participants will also be given 24 hours notice of any changes or adjustments to the event
- If an event is canceled by NEP for any reason, all pre-paid registration fees will be refunded.
- When working with an outside agency, its cancellation policy will be used to determine cancellation/postponement. NEP must be notified of cancellation/postponement at least 24 hours ahead of event start or organization will be charged full program fee. If the outside organization has paid for services or programming and DOES notify NEP in advance, fees will be reimbursed or program can be rescheduled based on availability.

Cancellation by Participant

- This policy applies to all events – including weekday and multi-day.
- If a participant needs to cancel their reservation, they should do so within 48 hours from the START of the event. For example, if a participant is scheduled to ski on Sunday of a water ski weekend, cancellation must be made by the close of business on Friday.
- Cancellations can be made by phone, voicemail message or email
- All fees will be forfeited if cancellation is within 48 hours of event.
- All fees will be forfeited if participant is a “no show”
- Participants who meet the cancellation policy are welcome to reschedule for another event at the time of cancellation, based on space and equipment availability of desired event.
- If a participant has paid their entry fee ahead of time and then needs to cancel (and meets the cancellation policy timeframe – and does not want to reschedule), he/she will be refunded.
- NEP staff will make every effort to fill vacant spots, including notifying people on the waitlist and others selected/determined by staff

Weather:

- Cancellation of any event due to weather will be done with safety in mind.
- A program will be canceled in the event of extreme inclement weather, including but not limited to: Extreme heat, extreme cold, snow, hail/sleet, thunder and/or lightning, heavy rain, and heavy winds.
- Cancellation due to weather is at the discretion of the designated program staff
- If an event or program is canceled due to inclement weather conditions, the Northeast Passage staff will make every effort to notify all participants within a minimum of two hours prior to the start of the event
- All water sports will be canceled or delayed in the event of thunder/lightning (see below).
- If an event or program has begun and is then canceled due to sudden, extreme weather (including those listed above), participants will not receive a refund.

Sports and Recreation Thunder & Lightning Policy

If it should thunder and/or lightning during a Northeast Passage sponsored event, all staff, volunteers and participants should get themselves to a safe space (example: out of or off the water, off the golf course, etc), preferably, indoors or to an enclosed vehicle. All programming should be stopped at the first roar of thunder or the first sight of lightning. Participants, staff and volunteers should not be allowed to congregate near tall trees or other large objects. Programming should not resume until 30 minutes after the last sounding of thunder or last sighting of lightning. Furthermore, programming should not resume until there are evident signs of clearing and the sky is no longer dark and threatening.

The event will be canceled if there has been thunder and/or lightning for a period of one hour and the storm is projected to continue.

The above guidelines are in accordance with the National Oceanic and Atmospheric Administration.

******Northeast Passage requires pre-registration for ALL events. If a participant does not register and attends an event, we cannot guarantee accommodation due to limited equipment and staff/volunteer coverage. ******