



## Requested Program Policies and Guidelines

- ✓ Requests can be submitted up to 1 year in advance of the preferred program date; at least 8 weeks in advance is preferred. Programs requested within 8 weeks are subject to an additional \$20 fee.
- ✓ Submitting a request does not book your program. Once your request is received, it will be reviewed, confirmed with you, and then booked with an invoice (if applicable).
- ✓ The cost of each program for schools is the "per-person fee" x "number of participants" (unless otherwise noted with a "flat" fee).  
The cost of each program for non-school groups is the "flat fee"; this cost covers all participants up to the maximum number of participants allowed per program hour. If your group size exceeds the maximum, an additional program hour will be required at the same cost.
- ✓ Full payment (or purchase order from your school, if applicable) is due 8 weeks prior to the program. Lack of payment by that 8<sup>th</sup> week will result in a \$20 fee\*. If no payment is received by the 2<sup>nd</sup> week prior to the program, the program will be cancelled.\*\* Full payment from schools that have submitted a PO as instructed is due within 30 days following the program.
  - \*If you requested a program less than 8 weeks in advance, you will not be charged a second fee.
  - \*\* If your request is submitted less than 4 weeks in advance, payment will be due 2 days prior to the program.
- ✓ Your number of participants is required for booking and cannot be exceeded. We recommend booking with your known or estimated maximum number of participants. You will have up to 30 days prior to the program to be refunded for any decrease in participant numbers if applicable. The final number cannot exceed the number established at the time of booking. Schools that have provided a PO as instructed may submit final attendance numbers on the program day or within the 7 days following the program day for an adjusted invoice.
- ✓ All requested programs run rain or shine. In the event of severe weather or unsafe conditions, Metroparks will make the call on cancelling the program and issue a full refund.
- ✓ In the event you need to cancel your program, refunds are issued as follows. If the cancellation is received more than 30 days prior to the program, a full refund will be issued. If the cancellation is received 15-30 days prior to the program, 50% of the payment price will be refunded. If the cancellation is received less than 15 days prior to the program, no refund will be issued. Please use the contact information below for cancellations.
- ✓ Payment/PO Remittal
  - Payment CANNOT be accepted at the program.
  - Send POs to [amber.breault-albain@metroparkstoledo.com](mailto:amber.breault-albain@metroparkstoledo.com)
  - Payment can be made via check or card.
  - Card: over the phone at 419-407-9789
  - Check: made out to "Metroparks Toledo" and mailed to:
    - Metroparks Toledo
    - Attn: Finance
    - 5100 W Central Ave
    - Toledo, OH 43615
  - Please include a copy of the invoice with all checks.*