

Rainy Day & Emergency Closing Policy For Program Participants

Although we live in the beautiful [description of location], we will occasionally have a situation where weather and/or an emergency that will not allow us to run one, or all, of our scheduled classes or programs. Please see below for our Rainy Day and Emergency Closing Policy.

When might classes be cancelled?

- Rain
- Extreme wind
- Quarantine or City mandate
- Unforeseen circumstances

When will I know if class is cancelled?

- A minimum of **1 hour** before class: We will do our best to let you know a minimum of 1 hour before your scheduled ride time, however, in some circumstances a last minute call may be made to cancel the class if it is unsafe to run a class.
- If it is unsafe for you to travel...please stay home! Remember to give us a call so we know you are not coming

How will I know if a class is cancelled?

1. Check Facebook (insert social media page address)
 - This is the easiest and fastest way for us to communicate class cancelations!
 - You do not need to have a Facebook account to view our page
 - You can access our Facebook page from the [center name] website by clicking on the Facebook button
2. Check your phone & email
 - Instructors will contact participants by phone and, if need be by email, to let you know if a class is cancelled. If you indicated that you are able to receive texts on your participant application or participant update form, you may be contacted by text message.
3. Please note that we will only contact you if a class is cancelled. **We will NOT call to confirm that a class is still running.** If you have not heard from us, please assume that your class will still take place.
4. DO NOT call the Main Office. Rest assured that your Instructor will contact you IF classes are indeed cancelled as soon as the final decision has been made.
5. Due to the nature of the activity and how quickly weather can change, it is highly unlikely that we will be able to give advanced notice of more than a few hours for a weather-related closing.

Your Instructor's Name: _____

Phone: _____ **Email:** _____

Please be courteous to our instructors by contacting them during reasonable hours. Thank you!

Will my class be made up?

Make Up Lesson Policy: [center name] does not typically offer 'Make Up Lesson' for cancelled classes due to the complexity of scheduling. Credit(s) towards the next Session are used in lieu of 'Make Up Lessons'

Please update your contact information in the Main Office if you have a change of email, phone, etc! This will help to ensure that we are able to consistently and efficiently communicate with you

Thank you! ~ The [center name] Staff