

ACADEMIC PROGRAMS 2018-2019

Book Programs at <https://trinityriver.audubon.org/academicprogramrequest>.

 **Audubon** | Trinity River
Audubon Center
6500 Great Trinity Forest Way Dallas, TX 75217
(214) 309-5801

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 chowell@audubon.org.

- With the exception of certain school districts that do not allow for pre-payment of programs, payment is due in full 14 days before the program date (unless otherwise stated on your invoice). An invoice will be sent once your booking is confirmed.
 - *If your program is being booked at the last minute (within 14-days of the program date), payment is due in full immediately.*
 - *If your district does not permit pre-payment, you must contact us for payment arrangements. Payment must be made no later than the morning of the program, before services are provided.*
- **Failure to timely submit payment may result in cancellation of your program by Audubon.**
- Cancellations are accepted when sent in writing to trac@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.
 - **If a program date is changed, payment remains due on the original payment due date as invoiced, which is 14 days prior to the original program date, or 14 days prior to the new program date, whichever is earliest. If the date change results in the program occurring within the following 14 days, payment in full is due immediately.**
- Modifications to headcount must be submitted to trac@audubon.org. When the student headcount is increased 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 education availability.

INCLEMENT WEATHER POLICY

Trinity River Audubon Center follows the Dallas Independent School District inclement weather closings and delays. Programs are considered cancelled in the event of an inclement weather closing or delay by Dallas Independent School District, or a closing or delay by the district booking the program.

- Never assume that your program has been cancelled.
- We conduct our programs rain or shine, and we 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 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. We will call the phone number for the primary contact as soon as possible.

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POLICIES FOR ALL PROGRAMS USING BIG THOUGHT LEARNING PARTNERS VOUCHERS

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- 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 by the school is due 14 days prior to the program date.
 - *If your program is being booked at the last minute (within 14-days of the program date), payment from the school is due in full immediately.*
 - *If your district does not permit pre-payment, you must contact us for payment arrangements. Payment must be made no later than the morning of the program, before services are provided.*
- Cancellations are accepted when sent in writing to trac@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 that is 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.
 - **If a program date is changed, payment remains due on the original payment due date as invoiced, which is 14 days prior to the original program date, or 14 days prior to the new program date, whichever is earliest. If the date change results in the program occurring within the following 14 days, payment in full is due immediately.**
- Modifications to headcount must be submitted to trac@audubon.org. When the student headcount is increased 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.
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