

## **Adaptive Sports Center Activity Cancellation and Assurance Policy**

The Adaptive Sports Center's (ASC) cancellation policy aims to assure participation and maintain dependable instructor employment.

### **Participation**

The Adaptive Sports Center's objective is to serve as many participants as possible. Activity cancellations and no-shows inherently keep other well deserving participants from receiving our services. Once a reservation is made by a group/family/individual, that assignment is solely reserved for the group/family/individual and other reservations may be denied due to capacity. Without advanced cancellation notice, filling the reserved activity is a challenging and often unlikely task due to Crested Butte's remote location.

### **Instructor Employment**

The ASC provides paid, professional instructors for lessons. When activities are booked, our instructors are allocated to those times and are dependent on those lessons for their income. Lesson cancellations and no-shows often result in no work for the instructor; a group cancellation may result in no work for numerous instructors and for numerous days. In response to this, the ASC implemented a supplemental pay program for its instructor staff in the event of a cancellation or no-show. This program is pivotal to their ability to sustain themselves as a professional adaptive sports instructor. The non-instruction time is used for training and supporting other important ASC initiatives. This program is subsidized by the ASC and our cancellation policy.

### **Deposits and Prepayments**

The ASC requires a lesson security deposit based on our list rate per activity reserved, including evening activities. Deposits or prepayments are due and/or will be agreed to at the time of booking the ASC lesson(s). Deposits require a valid credit card number at the time of booking. If credit cards are not available other forms of security deposits may be agreed to at the discretion of the ASC. See scholarship-related considerations below.

### **Logistic-Based Expenses**

Logistic-based expenses are not date bound by the May 1 and November 1 timeframe (see the Group/Visiting Organization section below). Reimbursement to the ASC is solely based on the timing those expenses are incurred. These expenses include, but is not limited to, third party fees, related reservations and bookings, such as flights, lodging fees, grocery purchases and third party outfitter reservations. The ASC reserves the right to charge an additional administration fee of \$25/hour to cover the additional labor associated with cancellations and no-shows (such as revoking related reservations, reworking the activity schedules and changing agreed upon itineraries).

### **Scholarships and Subsidized Fees**

The ASC will cover all scholarships and subsidized fees as agreed to with individuals, families and organizations. We do ask our participants and organizations who are receiving support from the ASC to understand that a cancellation or no-show will leave a void in the ASC's programming and Instructor work schedule. These are dates that could have been filled by a party who may have paid the full list rate for their experience and assuring work for ASC instructors.

In the event of a cancelation and/or no-show all individuals/groups/visiting agencies will be responsible for the full value/non-subsidized deposit as outlined in the Group and Individual/Family and Community sections below. The ASC reserves the right to **only scholarship activities provided** versus lessons reserved. All activities reserved, but not used will be considered a cancellation or no-show and will be subject to the cancellation policy's fees.

### **Group/Visiting Organization Cancellations and No-Shows**

Deposits are non-refundable for cancellations or no-shows after May 1<sup>st</sup> (summer season) and November 1<sup>st</sup> (winter season). Group deposits will be 50% of lesson fees with a cap of \$3,000. Groups will be charged based on the finalized itinerary's activities and itinerary even if lower attendance occurs. Groups will be charged accordingly for additional participants, staff, and/or activities that surpass the original agreement's projected counts and itinerary. In addition, the full amount of related logistical costs the ASC has incurred, such as flights, lodging and other non-refundable bookings, will be charged the visiting organization. Group deposits will not be charged until the cancellation or no-shows occur. See Scholarship and Subsidized Fees section and Logistic Based Fees section for additional considerations.

### **Individual/Family and Community Program Cancellations and No-Shows**

A full refund will be issued if a cancellation occurs at least 3 weeks or longer from the lesson date(s). A refund of 50% will be given for a cancellation that occurs three weeks or 73 hours from the lesson date(s) (based on 8:30 a.m.). Lessons are non-refundable for cancellations 72 hours or less from the lesson date(s) (based on 8:30 a.m.). Lessons booked within three weeks from the lesson date(s) will require full payment at the time of booking. Participants receiving a scholarship of 75% or more will be charged a \$75 fee per activity for cancellations or no-shows that have 72 hours' notice or less (based on 8:30 a.m.). See Logistic Based Expenses above. See Scholarship and Subsidized Fee considerations above.

### **Military and U.S. Government**

Military and U.S. Government groups who cannot provide deposits due to internal policies will be subject to the Scholarship and Subsidized Fees described above. Specific agreements will be made on a case-by-case basis as needed for these organizations.

### **Reasonable Exemptions**

Fees will not be charged in the event of unsafe programming conditions, such as snow conditions or lightening (based on administrative and instructor's discretion), related resort-based closures/delays, schedule adjustments resulting from risk management considerations, unforeseen or circumstantial logistical considerations, and transportation and airline travel delays (missing a scheduled on-time flight is not included as an exemption). Please contact us by phone for clarification as needed.