



## Oxbow Education Payment and Cancellation Policy

### Oxbow Education Payment Policy

**Payment is due before your program begins.** Options to pay for your program include...

- Pay at time of registration: Pay for your program with a credit card as part of your registration process.
- Pay after registration via phone: Choose the “pay later” option while registering. You can reach us to process your credit card payment at 425-788-1134 x1. We are typically available Monday-Friday from 9AM-4PM, but are often occupied with teaching programs so it’s best to email us at [education@oxbow.org](mailto:education@oxbow.org) and let us know before you call.
- Mail a check: You can mail a check made out to Oxbow Farm and Conservation Center to us at 10819 Carnation-Duvall Rd NE, Carnation, WA 98014. Please include the name of the person who registered for your program, your school/organization name, and the date of your program to ensure our finance team is able to connect it to the correct program.
- If none of these payment options work for you, please reach out.

### Sliding Scale Payment Options

Oxbow Education offers sliding scale options for all our programs. Sliding scale is a payment structure that allows participants to choose a price that makes the most sense for the individual or their group’s situation. If you have questions about which sliding scale option makes the most sense for you, you can read more [here](#).

Sliding scale payment options are built into the registration processes for many of our programs, but if you don’t see an option that works for you, please don’t hesitate to reach out. Our intention is that cost is never a barrier to participating in Oxbow Education’s programming, but we recognize that there are always ways we can improve access. If you have any feedback, we welcome it at [education@oxbow.org](mailto:education@oxbow.org).

### Cancellations and Refunds

If you need to cancel a Farm Adventure for any reason, please contact us as soon as possible at [education@oxbow.org](mailto:education@oxbow.org) or call (425) 788-1134 x 1. **Our refund policy is as follows:**

- **Cancellations made 15 or more days prior** to your scheduled program, Oxbow will retain \$75 for administration and processing fees. All refunds will be issued within 7-14 business days of the cancellation.

- **Cancellations made 8 or more days prior** to your scheduled program, Oxbow will issue a refund of 50% of your program. All refunds will be issued within 7-14 business days of the cancellation.
- **Cancellations made 7 days or less prior** to your scheduled program will not be refunded.

### **Acts of Mother Nature**

Oxbow Educations enjoys spending time outside in rain and shine, and all weather conditions in between but reserves the right to cancel programs when the site becomes unsafe due to flooding, wildfire smoke, extreme heat, or other conditions.

Smoke: If we anticipate a smoke event potentially affecting your event, we will let you know as soon as possible. [We make decisions regarding smoke based on our on-site sensor through this link, with the specific data layers through that link applied.](#) We make major changes to on-site operations at AQI of 100 and close the site at AQI of 150. If we must cancel your program, we will contact you by 7AM on the day of your program. If your program is canceled, we will do our best to reschedule your program, and offer a refund if rescheduling is not possible.

Flooding: Being located in the low-lying Snoqualmie River valley, Oxbow is subject to regular seasonal flooding from approximately November through April every year. We check real time flood levels and forecasts through the Carnation gauge on [Floodzilla](#). It's considered a flood at Oxbow at 54 feet. If we must cancel your program due to flooding, we will contact you as soon as possible. We will do our best to reschedule your program, and offer a refund if rescheduling is not possible.

Extreme Heat: Oxbow Education reserves the right to modify or cancel programs in the presence of extreme heat. Modifications will begin to be considered when the temperature is forecasted to reach 92 or above. If we must cancel your program due to extreme heat, we will do our best to reschedule your program, and offer a refund if rescheduling is not possible