



Potomac Valley Audubon Society

www.PotomacAudubon.org | P.O. Box 578, Shepherdstown, WV 25443 | 681-252-1387

General Program Policies

Updated: 12/1/22

Equity, Diversity, Inclusion and Belonging Policy

The Potomac Valley Audubon Society (PVAS) does not exclude, deny benefits to, or otherwise discriminate against any service recipient, applicant, program staff, or the public on the basis of race, color, religion, national or ethnic origin, disability, age, sex, gender identity and expression, sexual orientation, political affiliation, or veteran status.

Cancellation Policy

Participants will receive a refund valued at 75% of the program cost if cancellation requests are made by registrants more than one week (7 days) prior to the program start date. Cancellations made less than one week prior to a program start date are eligible for refunds up to 75% of the program cost in event of family emergency or illness. Failure to inform us of a cancellation (aka a “no-show”) may impact your ability to register for future programs. We understand that last minute cancellations may happen, but please try to let us know as soon as possible, so that depending on the circumstance, we can open the spot to someone else.

If PVAS cancels a program, you will receive a full refund. Registrants will be notified by email of any cancellations by 5:00 p.m. the evening before the program. PVAS will cancel a program if:

- Hazardous weather is forecasted that would create unsafe road conditions or unsafe conditions for being outside.
- A staff member or volunteer critical to conducting an event is diagnosed with an active case of COVID-19 or other communicable illness.
- The session doesn't meet PVAS's registration number minimum.

In the event that PVAS must shorten a multi-session program, you will receive a partial refund determined by the program director.