

## CANCELLATION AND REFUND POLICY

We understand that at times cancellations are necessary. Old Mill Farm will make every effort to resolve a cancellation request to your satisfaction. Please understand, however, that staffing and overhead costs are calculated based on participant count and are committed well in advance of the session or event.

### 1.0 STANDARD CANCELLATION POLICY

Should you need to cancel your registration Old Mill Farm may offer you an account credit of up to the full amount paid to be used with Old Mill Farm for another session and/or program. A non-refundable deposit may be retained by Old Mill Farm Durham (see schedule below). Account credits are maintained on FareHarbor and can be applied to your next registration with Old Mill Farm.

### TIME OF CANCELLATION

- **Prior to April 1st, 2024:** Account credit of full amount paid or refund of full amount less \$50 administrative fee & any third party processing fees (up to 7% of transaction).
- **On or After April 1st, 2024:** Complementary reschedule (pending availability) OR Account credit or refund equal to 50% of the total registration fees or the full amount paid (deposit), whichever is less, minus any processing fees (up to 7% for credit card payments).
- **After June 1st, 2024:** No refunds will be offered for registrations canceled after June 1st, 2023. If you wish to cancel your registration for a program after June 1st, 2023, you will be eligible for a 50% account credit. If you wish to cancel a registration, it must be done so in writing to Old Mill Farm via email. All cancellation and refund requests will be handled by Old Mill Farm. If the program participant becomes ill/injured during a program, or is otherwise unable to participate in the full program, please contact Old Mill Farm directly via email to find a suitable reschedule date. **NO REFUNDS OR CREDITS WILL BE ISSUED FOR NO-SHOWS, ILLNESSES, OR INJURIES.**

### 2.0 CANCELLATION POLICY IN EXTENUATING CIRCUMSTANCES

Old Mill Farm will make every effort to adhere to the STANDARD CANCELLATION POLICY in section 1.0 above, but reserves the right to update the cancellation policy in extenuating circumstances. Extenuating circumstances are defined as nonrecurring events that are beyond Old Mill Farm's ability to control that result in sudden, significant, and prolonged reduction in revenue or ability to operate. Extenuating circumstances include but are not limited: natural disasters; terrorist activity; civil/political unrest; epidemic disease or illness; travel restrictions; and essential utility coverage. Should Old Mill Farm be impacted by extenuating circumstances, customers will be contacted immediately with details of the updated cancellation policy.