



## Education programs refund policy

Advance payment includes a non-refundable card processing fee of \$10. There is a three-day grace period for reservations made in error. Most refunds will be issued in the form of a mailed check and take two or more weeks to process. After subtracting the fee, the following refund policy applies to cancellations:

- 100% with notification 14 days prior to the program date
- 50% with notification 7 days prior to the program date
- 25% with notification 4 days prior to the program date

If your group is not able to attend their scheduled program date, we will work with you to reschedule your visit to an alternate date as availability allows.

There are also situations in which Seattle Humane may need to cancel program sessions. Examples of situations that might cause a program cancellation include but are not limited to:

- Staff member illness
- Shelter Closure (i.e. due to inclement weather)