



Oxbow Education Payment and Cancellation Policy

Oxbow Education Payment Policy

We offer the following ways to pay for your program...

- Pay at time of registration: Pay for your program with a credit / debit card as part of your registration process.
- Pay after registration: Select "pay later" if you prefer to be invoiced. You will be emailed an invoice via QuickBooks Online at the email address you provide in the registration form.
 - o From this invoice, you will be able to submit payment online via credit / debit card.
 - o You can also mail a check to:

Oxbow Farm & Conservation Center

10819 Carnation-Duvall Rd NE

Carnation, WA 98014

**Please include the invoice number on the check memo (or name, school name and program date if you do not have an invoice)*
 - o Regardless of the payment type you choose, **payment must be submitted or postmarked no later than 30 days after your program date.**
- Please reach out if you have any questions regarding program payments.

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](#).

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.

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 or call (425) 788-1134 x 1. **Our refund policy is as follows:**

- **Cancellations made 8 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 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 if possible.