

## THE FARM AT PIPER HILL CANCELLATION AND REFUND POLICY

We understand that at times cancellations are necessary. The Farm at Piper Hill 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 The Farm at Piper Hill may offer you an account credit of up to the full amount paid to be used with The Farm at Piper Hill for another session and/or program. A non-refundable deposit may be retained by The Farm at Piper Hill (see schedule below). Account credits are maintained on BlobFish Activity Hub and will be automatically applied to your next registration with The Farm at Piper Hill.

Time of Cancellation	Account Credit and/or Refund
More than 4 weeks from start date of session or event	Account credit of full amount paid or refund of full amount less any processing fees (up to 7% for credit card payments)
Less than 4 weeks and more than 2 weeks from start date of session or event	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)
Less than 2 weeks from the start date of the session or event	No credit or refund will be offered

If you wish to cancel your registration for a program less than two (2) weeks prior to the beginning of the program, you will not be eligible for a refund or credit, unless otherwise agreed by The Farm at Piper Hill. **Any refunds, partial or otherwise, will be less our third-party registration fees (up to 7% of the amount paid).**

If you wish to cancel a registration, please contact The Farm at Piper Hill directly by telephone or email. All cancellation and refund requests will be handled by The Farm at Piper Hill. If you have registered through Blobfish Activity Hub, **you understand and agree that Blobfish is not responsible for issuing any refunds.**

If the program participant becomes ill during a program, or is otherwise unable to participate in the full program, please contact The Farm at Piper Hill directly by telephone or email.

## **2.0 CANCELLATION POLICY IN EXTENUATING CIRCUMSTANCES**

The Farm at Piper Hill 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 The Farm at Piper Hill'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 The Farm at Piper Hill be impacted by extenuating circumstances, customers will be contacted immediately with details of the updated cancellation policy.

**I hereby acknowledge and agree to the above Cancellation and Refund Policy.**