



Annual Partnership Payment & Scheduling Policy

Overview

This policy outlines payment requirements and procedures for rescheduling, cancellations, and withdrawals for Muddy Sneakers Annual Partnerships.

By participating in an Annual Partnership, Customers agree to these terms to support effective program planning, staffing, and delivery.

Definitions

- **Customer:** The school, group, organization, or entity that secures Muddy Sneakers programs and/or services.
- **Group Leader:** The Customer's designated representative and primary contact person.
- **Invoicing Contact:** The Customer's designated representative responsible for submitting payment.
- **Program Term:**
 - Fall Season: August 15 - December 15
 - Spring Season: March 1 - June 15

Policy Details

- The full Annual Partnership fee is required regardless of program participation, cancellation, or rescheduling.
- Payment for the Annual Partnership is due no later than January 31.
- All programs must be scheduled and completed within the designated Program Term unless otherwise approved by Muddy Sneakers.

Scheduling Requirements:

- Programs must be scheduled equally between the Fall Season and Spring Season.

Refunds and Credits:

- No refunds will be issued for Annual Partnerships.
- If Muddy Sneakers cancels a program, any payments made for that program will be credited toward future Muddy Sneakers programming.

Responsibilities

Invoicing Contact:

- Submit full payment by the stated deadline.

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Group Leader:

- Schedule programs within the Program Term and in accordance with seasonal requirements.
- Communicate promptly with Muddy Sneakers regarding any need to reschedule or cancel programs.
- Work collaboratively with Muddy Sneakers to reschedule canceled programs when possible.

Muddy Sneakers Staff:

- Provide scheduling support and maintain equitable program distribution across the school year.
- Communicate clearly regarding availability, scheduling expectations, and any changes.
- Determine and communicate when programs must be modified, postponed, or canceled for safety or operational reasons.

Important Notes/Requirements

Rescheduling and Cancellations by the Customer:

- Programs canceled within one (1) week of the scheduled date will incur a \$150 cancellation fee.
- Customers are expected to make reasonable efforts to reschedule canceled programs within the Program Term.

Weather and Unforeseen Events:

- Programs may be modified, postponed, or rescheduled due to weather or other safety-related circumstances.
- Muddy Sneakers will make the final determination regarding program safety and feasibility.

Cancellation by Muddy Sneakers:

- If Muddy Sneakers cancels a program, the Customer will receive a credit toward future programming.

Withdrawal from Annual Partnership:

- If a Customer withdraws after signing the agreement, a 10% administrative withdrawal fee will apply.