



# CYOA

## Payment & Scheduling Policy

### Overview

This policy outlines payment requirements and procedures for rescheduling and cancellations for Muddy Sneakers Choose Your Own Adventure (CYOA) programs.

By scheduling a CYOA program, 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: July 1 - December 15
  - Spring Season: March 1 - June 30

### Policy Details

- Programs must be scheduled in advance and confirmed with Muddy Sneakers staff.
- Payment obligations apply based on the timing and nature of cancellations or rescheduling requests.

#### Rescheduling:

- Programs may be rescheduled due to emergency circumstances at any time.
- For non-emergency situations, reschedule requests must be made at least five (5) days prior to the scheduled program date.
- Each Customer may reschedule one (1) program per Program Year for non-emergency reasons.
- Requests made after the five-day window will be treated as cancellations.

#### Cancellations:

- A cancellation is defined as a program called off for non-emergency reasons (e.g., scheduling conflicts, transportation issues, or other operational decisions).
- Cancellations made within four (4) weeks of the program date will incur a \$150 cancellation fee.

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- Cancellations made within five (5) business days of the program date will require full payment of the program cost.

### Credits:

- Payments made for programs canceled within five (5) business days may be applied toward a rescheduled program within six (6) months, pending availability.

## Responsibilities

### Invoicing Contact:

- Fulfill payment obligations associated with cancellations or late changes.

### Group Leader:

- Schedule programs with sufficient notice and accuracy.
- Communicate any need to reschedule or cancel as early as possible.
- Ensure adherence to rescheduling limits and timelines.

### Muddy Sneakers Staff:

- Provide clear scheduling guidelines and availability.
- Work collaboratively with Customers to reschedule programs when possible.
- Determine whether circumstances qualify as emergencies for rescheduling flexibility.

## Important Notes/Requirements

- Requests made after stated rescheduling deadlines will be treated as cancellations unless deemed an emergency by Muddy Sneakers.
- Rescheduled programs are subject to availability and may not be guaranteed within preferred timeframes.
- Muddy Sneakers reserves the right to modify or reschedule programs due to safety concerns or unforeseen circumstances.