Cancellation & Rescheduling Policy

1. **Purpose and Scope**
   a. Storm Science LLC is committed to providing reliable, high-quality programs and making reasonable efforts to accommodate each client's scheduling needs.
   b. When a client cancels or changes a program date without adequate notice, Storm Science LLC may be unable to offer that time to another client. This policy establishes the procedures for requesting a cancellation or rescheduling and identifies the applicable fees, helping ensure fairness to Storm Science LLC and its clients.
   c. This cancellation and rescheduling policy is intended to provide clients with clear, advance notice of the procedures, deadlines, and potential fees associated with changes to scheduled programs.
2. **Cancellation and Rescheduling Process**
   a. Storm Science LLC understands that circumstances may require a client to cancel or reschedule a program. Because program availability is limited, clients must provide the notice specified below so that the reserved time may be offered to another client.
   b. Clients may request a cancellation or rescheduling by emailing staff@stormscience.org.
   c. Clients must provide at least thirty (30) days' notice to cancel or reschedule a program. If fewer than thirty (30) days' notice is provided, the client must pay a cancellation fee equal to 30% of the total program price or a rescheduling fee equal to 15% of the total program price, as applicable. The fee is due within fifteen (15) days after Storm Science LLC receives the request and is in addition to any nonrefundable expenses identified in the client's agreement.
3. **Severe Weather and Unsafe Conditions**
   a. If severe weather, hazardous travel conditions, a government or school closure, or another circumstance beyond either party's reasonable control makes it unsafe or impractical to conduct a scheduled program, Storm Science LLC may cancel, postpone, relocate, or reschedule the program. Storm Science LLC and the client will make reasonable efforts to select a mutually agreeable alternative date.
   b. Weather-related cancellations or rescheduling initiated by Storm Science LLC will not be subject to the standard cancellation or rescheduling fees. If the client elects not to reschedule, payments already made will be credited toward a future program.