

### **White Memorial's Cancellation and Refund Policy for School/Group Programs:**

School/group programs are defined as those in which a representative from a school or organization books a program specifically for a group of people, such as a school class, a scout troop, or a group of library patrons. These programs are NOT listed on White Memorial's Calendar of Public Programs.

Please notify White Memorial of all cancellations as soon as possible so that other groups can potentially book programs in that day/time slot. Email [carrie@whitememorialcc.org](mailto:carrie@whitememorialcc.org) or call 860-567-0857 to report cancellations. Payments for school/group programs are not due until the scheduled date/time of each program.

Schools and groups can receive full refunds for any cancellations made up until the date/ time the first program is scheduled to begin. Cancellations made after that date/time cannot be granted refunds. In appropriate circumstances, a rescheduled date/time will be discussed.

If White Memorial needs to cancel a school/group program for any reason, refunds will automatically be issued to those organizations that have already submitted payment. However, please email [carrie@whitememorialcc.org](mailto:carrie@whitememorialcc.org) or call 860-567-0857 if you would like your organization's payment to be retained as a donation to White Memorial. We would be very appreciative!

Thank you.