

Travellers Rest Historic House Museum:

Education Program FAQs regarding

Refunds, Inclement Weather & Program Postponements or Cancellations

Dear Teachers & Parents,

We are happy to welcome you, your students, or children to Travellers Rest for an exciting program. Here are a variety of frequently asked questions we receive regarding refunds, inclement weather, and possible postponements of our education programs.

- **Refunds:**

Q: If my school-group or homeschool group is unable to attend, can I receive a full refund?

A: If you provide Travellers Rest with 48 hours or more notice before the date of the program that your school-group or homeschool group is unable to attend, you will be able to receive a full refund.

Q: What if I purchased tickets on-line through Eventbrite, can I receive a full refund?

A: If you provide Travellers Rest with 48 hours or more notice that your school-group or homeschool group is unable to attend, you will be able to receive a full refund, minus the Eventbrite processing fee.

Q: What if it is the day of the program and my group is unable to attend because of illness or other issue, can I receive a full refund?

A: If you contact the staff of Travellers Rest within 24 hours of the date of the program by email, you will be entitled to a 50% refund of your program cost. If you purchased tickets on-line through Eventbrite, you can receive a 50% refund of your program cost minus the Eventbrite processing fee if you contact Travellers Rest within 24 hours of the program's completion. Or you can apply your costs to a future Education Programs School – Homeschool Day.

Q: What if more than 24 hours have passed since the completion of the program and my group was not able to attend, can I still receive a refund?

A: If you were not able to attend and have not contacted the staff of Travellers Rest by email within 24 hours after the program, you will not be entitled to a refund, but may apply your costs to a future Education Programs School – Homeschool Day.

- **Inclement Weather, Postponements & Cancellations**

Q: What if the weather does not look good for the day of the program, will the program still go ahead?

A: All Education School-Homeschool programs will take place rain or shine, unless there is an over 80% percent chance of thunderstorms, lightning, or severe weather that would cause it to be unsafe outside on the grounds of Travellers Rest, then the program will either be postponed or cancelled.

Q: How will I know if the program has been postponed or cancelled?

A: A determination will be made 24 hours in advance of the program if there is a possibility of severe weather and the need to postpone or cancel arises. An email will then be sent out to all those who had purchased tickets to inform them that the program has either been postponed or cancelled. Also, this information will be relayed to our social media pages and the announcement of a postponement date given.

Q: What if my family or group is unable to make it on the postponement date, will I be entitled to a refund?

A: If your family or group is unable to make the postponement date, then please contact the staff at Travellers Rest by email within 48 hours of the postponement email to receive a full refund, minus Eventbrite processing fees if they apply, or you may apply your funds to a future Education School – Homeschool Day.

Q: What if the program is unable to be postponed and is cancelled, will I receive a full refund.

A: Yes, if the Education Program School – Homeschool Day is unable to be postponed and is cancelled for any reason you will receive a full refund. If tickets for the program were just available on-line through Eventbrite, you will receive a refund minus the processing fee. We will strive to have a postponement date set, but if that is not the case in the near future after the date of the program, we can apply your funds to a future program day that is yet to be determined. Please contact us by email if you have any questions.

If you have further questions, please contact Andy Blair, Director of Education & Outreach, at 615-832-8197 ext. 15, or by email at andy@historictravellersrest.org.

Sincerely,

The Staff at Travellers Rest