

## **New Hampshire Audubon Program Policies**

New Hampshire Audubon offers programs on a variety of natural history topics presented by our naturalists and biologists. We can bring the program to your group or you can travel to one of our centers—McLane Center in Concord, the Massabesic Center in Auburn, or the Newfound Center in Newfound (summer only).

For the classroom, our hands-on, inquiry-based programs correlate with and support the learning of Next Generation Science Standards and NH Frameworks for Science Literacy, and meet many Common Core State Standards and College Career Ready Standards. We design our quality environmental experience that will enhance and reinforce information already in the process of being introduced in the classroom. If you have particular standards you want a program to meet, please include them in your [program request form](#).

New Hampshire Audubon is proud to provide programs for people of all backgrounds and abilities. Please let us know about any special needs or requests to ensure a successful learning experience for your group.

### **Payment:**

All programs must be booked at least 2 weeks in advance. Programs are confirmed once an invoice is generated. After confirmation, cancellation fees of \$100 per program may apply. Payment is due one week prior to the program.

### **Animal Ambassadors:**

Live animal species availability may vary based on the well-being needs for individual animals. Ambassadors may be unavailable for outdoor programming in extreme temperatures. In the event that a suitable animal ambassador is suddenly unavailable for a program, a \$75.00 live animal fee will be reimbursed. Programs will still be provided without the animal ambassador.

### **Ambassador Animal Travel Policy:**

For the safety and mental well-being of our animal ambassadors, the maximum travel time we can drive with any of our animals is one hour. If you are located further than one hour from the requested Center, we welcome your group to instead enjoy a live animal program at the Center – you could even arrange a behind the scenes tour to learn even more about how we care for our animals. As an alternate option, we are equipped to deliver virtual programs to any location in the state.

### **Cancellations:**

New Hampshire Audubon reserves the right to charge a \$100 fee for cancellations of confirmed group programs. The full amount, minus \$100, will be refunded for groups who give more than 24 hours notice. Refunds will not be issued for same-day cancellations. Refunds will not be issued for weather, except in extraordinary circumstances such as lightning storms, icy conditions, or extreme events such as tornadoes and hurricanes. For individual programs (i.e., single ticket, NH Audubon facilitated programs like birding walks), refunds may occur with 7 days' notice of cancellation, otherwise no refunds will be issued.

In the event of school cancellations or extraordinary circumstances, every effort will be made to accommodate a reschedule date. New Hampshire Audubon reserves the right not to reschedule programs after a reasonable attempt is made. If you must reschedule a program, we ask that you give us as much notice as possible, to help us best accommodate your group.

### **Adult Monitors and Group Sizes:**

We require your group to provide one Adult Monitor per ten students. We expect Adult Monitors to participate in all activities and help engage the students in the learning experience. There is no limit to the number of adults who may attend a program designed for children, so long as the size of the group is not disruptive to the learning experience.

Siblings or additional participants under the age of 18 will be considered as students and will be included in the 25-student class size limit. Additional costs apply for more than 25 students.

### **Leave No Trace Code of Ethics**

- Plan ahead. Our educators will provide you with as much detail about the center as you require, including bathroom and trail accessibility, distances, or photographs, within a reasonable amount of notice.
- Stay on trails and in designated areas only.
- Dispose of all trash properly. Our Centers have very small receptacles in the building – large groups should expect to carry out anything they carry in. Large trash cans will be provided in the event that you rent a facility room, such as for a birthday party.
- Leave what you find. Please don't remove artifacts, geological features, or plants from our Centers and sanctuaries. We do not allow the intentional disruption of wildlife habitat during our programs. Foraging edible plants for personal consumption is permitted on our sanctuaries, but discouraged during programs.
- Practice fire safety. Campfires are permitted in designated spaces only.
- Respect wildlife, including our animal ambassadors. During live animal programs, please stay seated and speak quietly. Avoid tapping on enclosure glass. We reserve the right to end a live animal experience due to improper guest behavior at any time.
- Respect other visitors who may be sharing the space, including trails and restrooms. Private program experiences may be available when scheduling your program, but we are unable to limit access to trails or facilities during business hours. We will do our best to limit excessive noise levels in the Centers during your program.

### **After-Program Expectations:**

Our educators often facilitate several programs in a day, and must adhere to their program schedules in order to ensure the highest quality of performance for each group. We are unavailable to provide additional guided time once a program has concluded, so please plan accordingly. Check to see if your program will take place during regular Center hours or if you will be there after-hours.

### **For programs during Center Hours:**

Participants are welcome to explore the Center and grounds after programs, and to use the facilities as needed. A maximum of 10 children are allowed at any one time in the Nature Store and must be supervised by an Adult Monitor.

### **For programs after-hours:**

Please ensure that time for bathroom breaks and Center exploration is considered when booking your program. If you are planning on lunch or additional activities, understand that access to the building may not be available once your program has concluded. Your group is welcome to enjoy the grounds, trails, and gardens for additional self-guided activities.

## **Evaluation Surveys**

Our educators will send an [Evaluation Survey](#) after each program. Honest evaluations are important as we strive to ensure the highest quality programming. Thank you for providing feedback to help us improve our educational offerings.

## **Covid Policy – Spring 2022**

NH Audubon has adopted the latest masking guidelines from the CDC as of March 1, 2022 (see: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>). Depending on the Community Level (rate of community transmission of Covid-19) in the counties where we operate, we will adhere to the respective guidance. In short, we welcome anyone to wear masks indoors, and/or when 6' distance between individuals is unable to be maintained in outdoor settings at any time depending on individual circumstances. We will not require the usage of masks outdoors during our programming. When the Community Level is Low or Medium we will not require masking indoors, however, if the Community Level is High, we will require the usage of properly fitting face coverings indoors. These dynamic policies and expectations of visitors will be posted at the entryways of our buildings and communicated during your booking process. Please reach out to our educators if you have questions or concerns regarding our Covid-19 policies. These policies are subject to change based on evolving pandemic conditions and CDC recommendations.

We appreciate your cooperation with our policies. Thank you for supporting New Hampshire Audubon in our mission to protect New Hampshire's environment for wildlife and for people.