

# Family Garden Club - Info and Policies

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## Registration

Member registration begins February 1, 2018 at 10:00am.  
Non-member registration begins February 15, 2018 at 10:00am.  
Registrations are accepted on a first-come, first-served basis.

## Program Information

The program fee covers attendance of all eight programs, which occur from 1:30-3:30pm (unless otherwise noted) once a month from March to October. Living History Farms is exclusively responsible for the content of the program. Programs will take place indoors and outdoors, so dress for the weather.

## Payment

Full payment is due at time of registration. MC, Visa, Discover, and American Express accepted.

## Membership Discount

Members receive a \$25 discount on the program fee. To receive the discount for members, the purchaser must be a current member of Living History Farms. For One Plus One members, the discount applies for one child in the household. Effective January 1, 2018, any One Plus One memberships with more than one child registered for a program will be asked to upgrade their membership to a Family or Family Plus membership or pay for the non-member rate for the program (per additional child). To upgrade your membership please call: 515-278-5286 x 158. For Family Plus, Family, Grandparent Plus, and Grandparent memberships, the discount applies for only the children or grandchildren covered under the membership.

## Communication

You will receive an email confirmation of your registration. This serves as your receipt. Please make sure you have received this. If you haven't, you may have mistyped your email address. Contact us at [adminasst@LHF.org](mailto:adminasst@LHF.org) to correct the email address.

A pre-program information email will be sent out approximately two weeks prior to the first program. This email will be sent to the email address you provide at the time of registration.

## Wait list policy

If the Family Garden Club is full, you may call (515)278-5286 to be placed on a wait list. If a spot becomes available due to a cancellation, we will contact the first name on the wait list. If we are unable to reach that person within 24 hours, we will go to the second name, and so on. You do not need to pay to be placed on the wait list.

## Cancellation/refund policy

The program fee includes a \$25 non-refundable processing fee. All requests for cancellations must be received in writing at least two weeks prior to the program. Send requests for cancellation to [adminasst@LHF.org](mailto:adminasst@LHF.org). Any cancellations received after the two week deadline will not receive a refund. No partial refunds are given if a family misses one of the 8 programs.

Programs must have at least 6 families to run. If a program does not have enough guests to run, we will provide a full refund.

**Weather Cancellations by Living History Farms:** If a program must be cancelled due to severe weather, the decision will be made at 8:00am on the morning of the program. Participants will be notified by phone. If we must cancel due to weather, every effort will be made to reschedule the program.