

Policies & Procedures: Outreach Programs



Payment

You will be billed after the program is complete. Please have a purchase order ready and hand it to your program instructor when he or she arrives.

Cancellation policy

- Cancellations must be submitted in writing via e-mail to adminasst@LHF.org.
- Any cancellation made **more** than 10 business days prior to your scheduled program is subject to a 50% cancellation fee. Any cancellations made **less** than 10 business days prior to your scheduled program is subject to a 100% cancellation fee.
- Grace period: After submitting your reservation online, you may cancel within five business days and the cancellation fee will not apply.
- When the National Weather Service issues a severe weather warning and travel is prohibited, we will cancel your program and we will refund 100% of the purchase price.

Character Counts®

In 2011, Living History Farms adopted Character Counts!® That means, we will model the Six Pillars of Character during your program and expect you to model them as well.

How you, your students, and chaperones can model the 6 Pillars of Character	How Living History Farms will model the 6 Pillars of Character
TRUSTWORTHINESS	
Finish what you start. Follow through on a task, project, or assignment. If you need help, it is ok to ask.	The information in the program will be accurate and presented in an age-appropriate way.
RESPECT	
Be respectful of other people and museum objects. Listen when others are talking.	We will treat all participants as we wish to be treated - with respect. When a student asks a sincere question, we will provide a sincere answer.
RESPONSIBILITY	
Follow all safety guidelines and instructions given by the program staff.	Staff will be on time and ready to go.
FAIRNESS	
Allow everyone to participate by taking turns. When looking at an object, or asking questions, give everyone a chance.	We will treat all equally. We will involve all, to the best of our ability. We will adapt what we do to the best of our ability to make the program accessible to all, regardless of ability.
CARING	
Be careful when picking up an object. It is best to ask before picking something up. If you see someone who needs a hand, ask them if you can help.	We will strive to make your experience the best it can possibly be by having a positive, open, and helpful attitude.
CITIZENSHIP	
Take care of the environment by putting trash in trash cans and recycling when you can.	We will work to protect the museum objects used in the program and people involved in the program.