Headwaters Science Institute
Cancellation, Withdrawal, and Smoke/Air Quality Policy

At Headwaters Science Institute, the safety of our students and staff is our highest priority. We make every effort to run camps and school programs as scheduled; however, there are times when programs may need to be canceled, modified, or adjusted due to circumstances outside of our control, including pandemics, public safety restrictions, wildfire, smoke/poor air quality, natural disasters, or other unforeseen emergencies.

Summer Camp Withdrawal and Cancellation Policy

Camp registrations may be canceled without any reason up until June 1st and are subject to a $100 cancellation fee. After June 1st, cancellations are only accepted if another camper can fill the spot from our waitlist. Families may transfer their registration to another participant if approved by Headwaters.

If Headwaters must cancel a camp due to circumstances outside of our control, including wildfire, smoke/AQI conditions, public safety restrictions, or other emergencies, families will receive a 50% refund prorated for the portion of the program missed.

School Program Cancellation Policy

School program cancellations are subject to the following refund schedule:

- Cancellations made **2 months or more before the program date** receive a **100% refund**.
- Cancellations made **6 weeks before the program date** receive a **50% refund** or **100% credit toward rescheduling**.
- Cancellations made **within 6 weeks of the program date** are not eligible for a refund but may receive a **75% credit toward rescheduling**.

If a cancellation occurs due to circumstances outside of our control, including wildfire, smoke/AQI conditions, natural disasters, or other emergencies, Headwaters will follow the emergency cancellation policy outlined above.

Wildfire and Smoke/Air Quality Policy

Wildfires have become increasingly common during the summer and fall in the Truckee/Tahoe and California regions. Headwaters closely monitors air quality conditions and prioritizes the health and safety of campers, students, and staff.

In the event of smoky conditions, Headwaters will evaluate air quality each morning by **7:00 AM** and determine whether programs can safely proceed, need to be modified, or must be canceled.

Headwaters will not cancel an entire week of camp or an entire program due to smoke unless there is an evacuation order or conditions make safe operation impossible.

We follow air quality guidance from public health agencies:

- **AQI above 200:** Camp/program activities will be modified. All staff and campers must wear masks while outdoors.
- **AQI above 300:** Camp will be canceled for the day unless Headwaters has access to an appropriate indoor space where activities can be safely modified and held.

Families/Schools will be notified as soon as possible of any changes to program schedules due to wildfire, smoke, or air quality concerns.

Thank you for your understanding and support as we work to provide safe, engaging, and science-filled experiences for all Headwaters students.