



HOYT ARBORETUM EDUCATION PROGRAM POLICIES

Class Cancellations and Refunds

Hoyt Arboretum Friends (HAF) reserves the right to cancel programs due to low enrollment or other extenuating circumstances. Registrants enrolled in cancelled classes will receive an email notice. Tickets can be fully refunded or donated to Hoyt Arboretum Friends.

Classes run rain or shine. In the case of rescheduling or cancellations due to [extreme weather](#), every attempt will be made to contact pre-registered participants by phone or email. Refunds will be made in full.

Cancellations by registrants with less than 5 days notice before the date and time of the program are non-refundable; please consider your payment a donation to Hoyt Arboretum Friends.

To receive a full refund, send an email to programs@hoytarboretum.org at **least 5 days before the scheduled time and date of the program.** Cancellations made less than 5 days before the program date are non-refundable.

Group Tour Cancellations and Refunds

Cancellations by groups scheduled for private tours must be made 2 weeks prior to their tour date to receive a full refund. Cancellations made less than 2 weeks before the tour date will receive a 50% refund.

Age Requirements for Adult Programs

The minimum age requirement to register for adult education programs is sixteen. Children under the age of sixteen may be permitted to register along with a registered adult with prior authorization from the Education Programs Director and program instructor.

Dogs

Leashed dogs are welcome on Hoyt Arboretum's trails; however, to help ensure a safe, comfortable, and focused environment for all participants, dogs are not permitted to attend education programs.

Our programs often involve close group interaction and hands-on activities. Limiting animals in these settings helps create a calm learning space and ensures that all participants—including those with allergies, fears of dogs, or accessibility needs—can fully enjoy the experience.

Service animals are welcome at education programs. If you plan to attend with a service animal, please email programs@hoystarboretum.org in advance so we can best support your participation.

Photo Release

By registering, each participant agrees and understands that HAF and/or instructors may take photographs during programs. Your attendance at programs serves as permission for the use of your image by HAF for marketing and promotional purposes.

If you would prefer to not have your photograph taken, please contact programs@hoystarboretum.org.

Participant Waiver

By registering, each participant hereby releases HAF and Portland Parks & Recreation (PP&R) and all its employees, volunteers and other agents from any and all liability for injuries that may be sustained during this program. Participants assume full responsibility for their own safety and the safety of other participants in the group. In case of illness, accident, or other incapacity, participants are responsible for their own medical expenses, whether or not they authorize them. Activity leaders may decline participation by anyone deemed incapable of safely participating or not properly equipped.