

Chainsaw Trainings: Cancellations or Changes



Dane County Parks has laid out the following policies for chainsaw class participants:

CANCELLATIONS:

- More than 28 Days in Advance:
 - Enrollees may cancel a class through their online account up to 28 days in advance of the class start date. A full refund will be issued minus a 2% administrative fee. Registrants may also request a credit towards a future class in lieu of a refund by emailing parksvolunteer@countyofdane.com.
- Between 14 and 28 Days in Advance:
 - Enrollees may cancel a class through their online account between 14 and 28 days in advance of the class start date. A 50% refund will be issued.
- Less than 14 Days in Advance:
 - Cancellations must be made via email to parksvolunteer@countyofdane.com. No refund will be issued. Your registration fee will be automatically transferred to a donation to the Dane County Parks Volunteer Program.
 - **Substitutions:** You may send another person to attend in your place (with at least 36 hours notice). Requests for substitutions must be given to parksvolunteer@countyofdane.com. For classes with prerequisites, substitutions may not be permitted, unless they meet the prerequisites.
 - Class credit may be issued under extenuating circumstances.
 - Examples include, but may not be limited to: significant illness, accident, or injury of yourself or a close family member; serious family crisis directly affecting you, etc.

CHANGES:

- More than 14 Days in Advance:
 - Changes to class enrollment dates can be made by enrollees up to 14 days in advance of the class start date through your online account, granted there is class availability. Each change will incur a \$10 change fee.
- Less than 14 Days in Advance:
 - Change requests received less than 14 days of the class will be treated as a new registration.

Dane County Parks may cancel classes due to severe weather, facility conflicts, trainer illness, or other unforeseen circumstances. In the event Dane County Parks cancels a class, an alternative class date will be scheduled. If a participant cannot attend the re-scheduled class date, a full refund will be issued or class credit applied.