



Group Requested Programs Policies

Payment Policy

Program payments are due a minimum of 2 weeks before the scheduled program date. If program payment is made between 1 – 2 weeks prior to the program date, a \$50 late payment fee will be applied. If the payment has not been received 1 week prior to the program, the program will be cancelled. Organizations that default in payment will not have program requests granted for 1 year after the cancelled program date.

Exceptions can be made for your organizations written policies if the policy is provided in writing to heritagecenter@danecounty.gov prior to payment due date (a minimum of 2 weeks before your program date).

Cancellation Policy

Organizations may request to cancel a program without penalty up to 2 weeks before the scheduled program date. If the organization has already paid, they can request a refund or apply the payment to another scheduled program for their organization for use during the same calendar year.

Within 2 weeks of the scheduled program date, cancellations will not be refunded unless the cancellation is due to the organization's written weather policy. Organizations must submit their written weather policy within 48 - 72 hours of the scheduled program to receive a refund. The written policy must clearly define weather guidelines around having participants outdoors.

The Heritage Center will first offer all possible cancellations an opportunity for a program at the organization's location, indoors within the Dane County Park System (when available), or for the program to be rescheduled. If none of these are possible, the program will be refunded. Programs that are cancelled within 48 hours of the scheduled program will not be granted a refund. Organizations are responsible for reaching out to Heritage Center Staff at heritagecenter@danecounty.gov to change the plan for programming based on weather 48 - 72 hours prior to the scheduled program.

Heritage Center Program Cancellation

The Heritage Center may cancel programs based on weather, when no other options are available. The Heritage Center will only cancel based on weather, if they fall within the policies below.

Extreme Heat Policy

Heritage Center Programs use the NOAA's heat index to determine if it is safe to conduct programming. If the heat index, falls in the danger or extreme danger zone when temperature and humidity are taken into account, programming must be moved indoors or rescheduled.

		Temperature (°F)															
Relative Humidity (%)		80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110
	40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136
	45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	
	50	81	83	85	88	91	95	99	103	108	113	118	124	131	137		
	55	81	84	86	89	93	97	101	106	112	117	124	130	137			
	60	82	84	88	91	95	100	105	110	116	123	129	137				
	65	82	85	89	93	98	103	108	114	121	128	136					
	70	83	86	90	95	100	105	112	119	126	134						
	75	84	88	92	97	103	109	116	124	132							
	80	84	89	94	100	106	113	121	129								
	85	85	90	96	102	110	117	126	135								
	90	86	91	98	105	113	122	131									
	95	86	93	100	108	117	127										
	100	87	95	103	112	121	132										

Likelihood of Heat Disorders with Prolonged Exposure and/or Strenuous Activity

 Caution
 Extreme Caution
 Danger
 Extreme Danger

National Weather Service Heat Index

Based on the guide above, if heat related sickness can occur during the duration of the program (orange to red areas of the chart) Heritage Center staff will provide various opportunities for participants to stay safe and cool. Program modifications may include:

- Move indoors or take indoor breaks
- Provide extra water
- Provide opportunities to play in water to cool down
- Continual check ins with individuals about how they are feeling
- Stay in shade

If weather is within the Danger and Extreme Danger on this chart and the program is completely outdoors. Heritage Center will cancel programs with groups.

Extreme Cold Policy

Heritage Center Programs use the NOAA wind-chill guide below to determine if it is safe to conduct programming. If the wind-chill falls below 10 degrees, program will be modified.

Wind (mph)	Temperature (°F)																		
	40	35	30	25	20	15	10	5	0	-5	-10	-15	-20	-25	-30	-35	-40	-45	
5	36	31	25	19	13	7	1	-5	-11	-16	-22	-28	-34	-40	-46	-52	-58	-63	
10	34	27	21	15	11	3	-4	-10	-16	-22	-28	-35	-41	-47	-53	-59	-66	-72	
15	32	25	19	13	6	0	-7	-13	-19	-26	-32	-39	-45	-51	-58	-64	-71	-77	
20	30	24	17	11	4	-2	-9	-15	-22	-29	-35	-42	-48	-55	-61	-68	-74	-81	
25	29	23	16	9	3	-4	-11	-17	-24	-31	-38	-44	-51	-58	-64	-71	-78	-84	
30	28	22	15	8	1	-5	-12	-19	-26	-33	-39	-46	-53	-60	-67	-73	-80	-87	
35	28	21	14	7	0	-7	-14	-21	-27	-34	-41	-48	-55	-62	-69	-76	-83	-89	
40	27	20	13	6	-1	-8	-15	-22	-29	-36	-43	-50	-57	-64	-71	-78	-84	-91	
45	26	19	12	5	-2	-9	-16	-23	-30	-37	-44	-51	-58	-65	-72	-79	-86	-93	
50	26	19	12	4	-3	-10	-17	-24	-31	-38	-45	-52	-60	-67	-74	-81	-88	-95	
55	25	18	11	4	-3	-11	-18	-25	-32	-39	-46	-52	-60	-67	-74	-81	-88	-95	
60	25	17	10	3	-4	-11	-19	-26	-33	-40	-48	-55	-62	-69	-76	-84	-91	-98	
Frostbite times	None		>2 hours				≤30 minutes		≤10 minutes		≤5 minutes								

Based on the guide above, if frostbite can occur during the duration of the program (colored areas of map based on time), staff will modify the program. Modifications may include:

- Move indoors or take indoor breaks
- Provide opportunities to warm up (such as a fire or hand/feet warmers)
- Continual check ins with individuals about how they are feeling

If weather is within the dark blue to purple area on this chart and the program is completely outdoors for longer than indicated minutes - Heritage Center staff will cancel the program.

Other Weather-Related Cancellations

Other examples of weather-related cancellations that may be eligible for a refund include:

- Thunderstorms, severe snowstorms, severe winds, tornado warning, and/ or hail with no shelter available for the program
- High winds preventing a canoe/water experience (more than 15 mph)
- Air Quality Index Level is over 150 and there is no indoor location available for the program