

Dated 3/6/2024.



RIVERFRONT ROWING

CANCELLATION, PRO-RATE AND LEAVE POLICY

Riverfront Directed Cancellations

Riverfront's highest priority is to keep athletes and coaches safe. When conditions make practice on the water unsafe, coaches will conduct practice on land if possible. In the event of conditions beyond Riverfront's control make it impossible to conduct a practice, whether on land or on-water, Riverfront will cancel that practice.

Cancellation notices will be sent out using multiple modes of communication from standard email to iCrew to Active. A note will be placed on the iCrew home page as well.

Time Frame: Every possible effort will be made to make these communications in a timely manner.

- Cancellation notices for an early morning practice will be sent out the night before.
- Cancellation of afternoon practices with a practice start time no later than 4 PM, notifications will be sent out in the early afternoon.
- Cancellations of evening practices will be sent out in the early to midafternoon.

Conditions that may impact Riverfront's ability to conduct water practices include but are not limited to high winds, fog, lightning/thunder, heavy chop/severe whitecaps, high river flow and/or flooding. If it is safe to move a practice indoors in lieu of on-water, we will do so. Snow events requiring the City of Hartford to plow the park access road may delay or prevent us from being able to conduct indoor practices.

Athletes and parents should understand that decisions to cancel practices are never taken lightly and are always made with safety in mind. Given the financial and logistical factors associated with the large number of rowers and full practice schedule, Riverfront is not able to provide refunds or account credits for single-event practice cancellations; nor are we able to reschedule on-water practices. When indoor training practices are cancelled, athletes are highly encouraged to attend another class of their choosing—the Sunday morning ergs is a great option.

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Connecticut River Flooding

In any given year, we will typically be flooded out at least once during the season, especially in the spring; however, with climate change and hurricane season, we have seen floods at other times in the year. **Follow the river graph here:**

<https://water.weather.gov/ahps2/hydrograph.php?gage=HFDC3&wfo=box>

Being flooded off the river or out of the boathouse for less than one (1) week/seven (7) days, no refunds or credits will be given.

Flooding that lasts two (2) weeks or longer: the default action will be to credit forward those missed practices to the next session. Refunds will also be given for those that request one.

Member-Requested Cancellations following the start of the Session

All classes and Teams EXCEPT the Summer Youth Clinics

- Cancellation requests received LESS THAN two (2) weeks before and up to ONE (1) WEEK after the first day of practice are eligible for a 75% refund or a transfer of 75% to another session of the same calendar year.
- Cancellation requests received more than ONE (1) WEEK after the first day of practice are not eligible for a refund or account credit. Athletes are responsible for payment in full.

To cancel your registration within the eligibility window, please email Jonathan at jnear@riverfront.org or 860.985.2133

Summer Youth Clinics

- Cancellation requests received up to TWO (2) WEEKS before the first day of the clinic are eligible for a full refund minus a nonrefundable transaction fee.
- Cancellation requests received LESS THAN two (2) weeks before and up to ONE (1) DAY after the first day of practice are eligible for a 75% refund.
- Cancellation requests received more than ONE (1) DAY after the first day of the clinic are not eligible for a refund. Families are responsible for payment in full.

To cancel your registration within the eligibility window, please email Jonathan at jnear@riverfront.org or 860.985.2133

Private Lessons

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- Cancellations received up to 24 hours prior to the lesson are eligible for rescheduling or a full refund minus a nonrefundable transaction fee.
- Notice of a rescheduling request given less than 24 hours before the lesson—athletes can transfer their fee to a future session within the same calendar year, otherwise no refund is given.

To cancel your lesson within the eligibility window, please contact your private lesson coach first, then email Jonathan at jnear@riverfront.org or at 860.985.2133

Boat Storage

Boat storage is rented on a calendar yearly basis. Boat storage fees will be refunded on a pro-rated to the nearest quarter.

To cancel your registration within the eligibility window, please email Jonathan at jnear@riverfront.org or 860.985.2133

PRO-RATE AND LEAVE POLICY

Riverfront does not pro-rate program and class fees for rowers who row less than the scheduled number of days per season. Riverfront's costs for each class including coaches time, fuel, equipment wear, boathouse operating costs, etc. are calculated on the premise that all rowers participate in the scheduled number of practice days. The costs do not go down if an athlete rows fewer days than scheduled. Riverfront still needs the same number of coaches, fuel, launches, etc.

Therefore, Riverfront has determined that the fairest policy for all rowers is to apply the costs equally and not pro-rate. This is consistent with why Riverfront does not pro-rate when rowers are absent for work or vacation. Whether a rower's missed days occur in a block or are spread out over the whole season, Riverfront's costs remain fixed.

Extended Leave

To accommodate rowers who must take an extended leave of absence, and subject to coach and Director confirmation, Riverfront will adjust the fees for rowers who miss more than two (2) consecutive weeks of practice. Riverfront will provide credit for the time missed.

Please contact the Director of Rowing at 860.985.2133 or jnear@riverfront.org