



Louisiana Universities Marine Consortium (LUMCON)

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Policy	ADM010
Department	Administration
Date of Issue	6/2017
Revision/Review Date	1/2024
Subject	Deposit and Cancellation Policy

Policy

LUMCON is committed to providing availability and to minimize sudden or unexpected cancellations by setting clear standards, so individuals and groups are informed of expectations and to minimize no shows.

Procedure

I. **Group Reservation Deposit – Only for groups whose total reservation request is \$5,000 or higher**

- Groups making a reservation for any use of LUMCON facilities, vessels, education programming is subject to paying a non-refundable deposit of 30% of their original reservation request.
- Groups will not be refunded any of the deposit for cancellation or changes in the number of people.
- This deposit is due within 10 business days of the reservation request date. Failure in paying the deposit will result in the termination of the reservation.
- The deposit requirement can be waived or refunded at the discretion of the Executive Director for extenuating circumstances (e.g. emergencies, storm events, marine center closure).
- Groups whose original reservation request is lower than \$5,000 do not have a deposit requirement.

II. **Education Group Number Reduction or Addition Policy**

- Fees for education group visits are locked-in 10 business days before a group's arrival date.
- Groups that do not notify LUMCON about reductions in the number of people attending within 10 business days before their scheduled arrival date will be billed for the number of meals, rooms, and educators originally requested/required.
- Groups that do not notify LUMCON about the addition to the number of people within 10 business days before their scheduled arrival date will be charged fees for the additional meals, beds, or educators that are required and available. In addition, a penalty fee of 10% will be added to their bill.



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- The Associate Director of Education & Outreach must approve all changes to education group numbers.

III. Request for Changes to Reservation Dates

- Changes to reservation dates can be requested up to 10 business days before the originally requested dates, but there is no guarantee of being able to reschedule.
- Education groups can only change reservation dates with permission from the Associate Director of Education & Outreach.
- Changes in dates will only be approved if dates are available for rescheduling.

IV. Changes to Reservation Dates Because of Unexpected Events

- Cancellations or changes to reservations dates may be necessary because of unexpected events like storms events, flooding events, unsafe conditions for schedule activities, illness, etc. These will be considered on a case-by-case basis after discussions with the group leader and the Associate Director of Education and Outreach.
- All possible effort will be made to reschedule trips.
- When approved, cancellations and rescheduling will be done without fees or penalties to the group.