

# Oakland County Recreation Rain Policy

The group's contact person and the Mobile Recreation staff together will determine the best course of action in the event of inclement weather.

## **Mobile Recreation Inflatables and GO! Adventures cannot operate in inclement weather.**

- **HEAVY RAIN OR THUNDERSTORMS/TORNADO OR THUNDERSTORM WARNINGS:**  
We must shut down immediately
- **TORNADO/THUNDERSTORM WATCH CONDITIONS:**  
We may remain in operation only if conditions remain stable or improve.
- **THUNDER/LIGHTNING:**  
Unit must be shut down immediately. If conditions improve, unit may reopen 30 minutes after the last sound/flash.

### If weather is inclement *prior to or at the beginning* of the visit:

- Staff will discuss options with the contact person to determine how to proceed.
- If the visit is cancelled within the first quarter of the scheduled visit time, a full refund will be given.
- Please call the Reservation Center at (248) 858-0916, Monday through Friday from 8:30 a.m. – 5:00 p.m. to reschedule.
- If the visit is not cancelled, staff will wait for one quarter of the visit. The contact person can then choose to cancel for a full refund OR request that staff remain for the rest of the scheduled visit at full price whether the program can be conducted.
- The visit can be moved indoors upon request if the indoor venue meets site requirements. Staff can determine this on-site.

### If weather is inclement *past the one-quarter mark* of the visit:

- Staff will discuss options with the contact person to determine how to proceed.
- If the visit is cancelled, the cancellation time will be noted on the contract and initialed by the group's representative. Contract is returned to the Registration Area.
- If staff is asked to remain on-site please note that units cannot operate in inclement weather due to issues of safety and potential equipment damage.
- The visit can be moved indoors upon request if the indoor venue meets site requirements. Staff can determine this on-site.
- Should weather improve while staff is still on-site, every effort will be made to extend the visit if the group is able and with the approval of the Mobile Recreation Supervisor. Due to scheduling conflicts and equipment conditions, an extension of your scheduled visit time cannot be guaranteed.

It is the customer's decision to cancel a Mobile Recreation visit. This policy will be reviewed with the requestor at least one week prior to the scheduled visit as well as on-site if the weather is questionable. Visit will be moved indoors if possible.