

STANDARD OPERATING PROCEDURE (SOP)  
CANCELLATION POLICY  
SCHOOLS OF KNOWLEDGE, INSPIRATION, EXPLORATION & SKILLS (SKIES)

1. GENERAL.

A. Purpose: To define the commitments and policies procedures followed regarding class cancellation in the *SKIESUnlimited* program.

B. Reference: AR 608-10, Child Development Services

C. Scope: This SOP applies to all SKIES Unlimited Program staff, concession contractors and patrons of this activity.

2. RESPONSIBILITIES.

: Commitment is the first step towards success when deciding to learn a new skill and expand one's education. It is the earnest desire to finish what has been started with integrity and dedication. Commitment is the responsibility of the student, the parent, the instructor and is required.

3. PROCEDURES:

A. Inclement Weather: In the case of inclement weather (snow, ice, flood, power outage, tornado, other acts of God or Fort Campbell, KY Command decision), either the instructor or *SKIESUnlimited* Administrator will notify students of class cancellation telephonically at the earliest possible time. Classes cancelled because of inclement weather will be made up before the end of the current session.

B. Emergency or Illness: Emergencies are defined as accidents, sudden death in the family, injury, etc. For illnesses, students must provide a written note signed by the parent/guardian excusing the absence.

(1) Students are required to provide telephonic notice to the instructor or *SKIESUnlimited* Administrator in case of emergency or illness

(2) Instructors who cancel due to emergencies or bouts of illness are is required to notify the *SKIESUnlimited* Director or Contracting Officer's Representative. The instructor will notify all students telephonically of cancellation or postponement, if able, if not the SKIES Staff will do so. Make up classes will be scheduled when appropriate.

## SKIES, Cancellation Policy SOP (Continued)

C. Scheduled absences: In the case of scheduled absences (i.e., travel, vacation, family affairs, school functions, etc.), students are required to notify the instructor or *SKIESUnlimited* Administrator at least two weeks prior to the scheduled lesson time. This will allow the instructor the opportunity to reschedule that student.

(1) Students who do not provide advance notice will be subject to payment for scheduled lessons.

(2) Students who do provide advance notice will be rescheduled as needed by the instructor.

b. Likewise, Instructors who cancel without two weeks notice to the student are subject to offer a make up class for scheduled, paid classes. Emergencies or bouts of illness are the exception and the instructor is required to notify all students telephonically of cancellation or postponement.

4. CONCLUSION: Cooperation is not only expected, but also greatly appreciated. Both understanding and adherence to the established procedures is vital to the operation of *SKIESUnlimited*.

Joey Samuels, Administrator  
*SKIESUnlimited*