



## **New Hampshire Audubon Program Policies** *(Updated October 2025)*

New Hampshire Audubon (hereafter referred to as “NH Audubon”) offers a variety of natural history programs presented by our naturalists and biologists. We can bring a program to your location, or you can travel to one of our centers: the McLane Center in Concord, the Massabesic Center in Auburn, or the Newfound Center in Hebron. The McLane and Massabesic Centers are open year-round, while the Newfound Center is only open during summer months.

Our hands-on, inquiry-based school programs support and align with Next Generation Science Standards and New Hampshire Frameworks for Science Literacy, while meeting many Common Core State Standards and College Career Ready Standards. We design quality environmental education experiences to introduce or expand on concepts already in schools’ curricula. If you are interested in a school or homeschool program, fill out [this form](#). If you are interested in a program not affiliated with a school or homeschool, fill out [this form](#).

NH Audubon is proud to provide programs for people of all backgrounds and abilities. Please let us know about any special needs or requests to ensure a successful learning experience for all members of your group.

**Booking & Payment:** All public programs must be booked at least 2 weeks in advance. School-based programs must be booked at least 6 weeks in advance during the school year or at least 2 weeks in advance during the summer. Programs are confirmed once an invoice is sent. After confirmation, a \$100 cancellation fee per program may apply. Payment is due one week before the program.

**Live Animal Ambassadors:** Live animal availability may vary based on the animal’s individual needs. Ambassadors may not be available for outdoor programming at temperatures below 55°F (13°C). If a suitable animal ambassador is suddenly unavailable for a program, a \$75 live animal fee will be reimbursed; programs will still be provided without the animal ambassador.

**Ambassador Animal Travel Policy:** For the safety and well-being of our animal ambassadors, one hour is the maximum time we can drive with any of our animals. If you are located further than one hour from an ambassador’s home center, you can request a program without a live animal, book a live animal program at one of our centers, which can include a behind-the-scenes tour to learn how we care for our animals, or request a virtual program.

**Cancellation:** NH Audubon reserves the right to charge a \$100 fee for cancellations of confirmed programs. The full price minus \$100 will be refunded for groups who give more than 24 hours' notice of cancellation. Refunds will not be issued for cancellations made within 24

hours of the program. Refunds will not be issued for weather except in extraordinary circumstances such as lightning storms, severe ice storms, or extreme events such as tornadoes and hurricanes. For ticketed programs, refunds may only be issued with at least 7 days' notice of cancellation.

In the event of school delays/cancellations or other irregular circumstances, every effort will be made to reschedule a program. NH Audubon reserves the right not to reschedule programs after a reasonable attempt is made. If you must reschedule a program, we ask that you give us as much notice as possible to help us best accommodate your group.

**Chaperones:** We require your group to provide one adult monitor/chaperone for every ten students. We expect chaperones to participate in all activities by actively supervising and engaging the students in the learning experience. There is no limit to the number of adults who may attend a program designed for children, so long as the number of adults does not interfere with the program. Please consult the [teacher and chaperone guidelines document](#) for more information.

**Group Sizes:** Programs are generally limited to 25 participants per program. Siblings or additional participants under the age of 18 will be counted towards the 25-student class size limit. Additional costs apply for more than 25 students and may necessitate splitting the group into multiple groups. In this instance, we will either have an additional educator leading activities simultaneously or will provide materials for self-guided exploration. To learn more about group sizes or learning groups, contact our School Programs Coordinator.

**Post-Program Expectations:** Our educators often facilitate multiple programs per day and must adhere to their program schedules. Thus, our programs cannot go past their designated times.

For programs during center hours, participants may explore the center and grounds after programs on their own. A maximum of 10 children are allowed in a center's nature store at a time and must be supervised by a chaperone while in the store.

For programs outside of center hours, please consider time for bathroom breaks or other transition times when booking your program. If you are planning lunch or additional activities at the center, understand that building access may not be available after your program. Your group is welcome to enjoy the grounds, trails, and gardens for additional self-guided activities. Our centers' nature stores are not open outside of regular center hours.

**Evaluation Surveys:** Our educators will send an Evaluation Survey after each program. Honest evaluations are important as we strive to provide the highest quality programming. Thank you for your feedback to help us improve our educational offerings.

**Leave No Trace Code of Ethics:** NH Audubon abides by the Leave No Trace Code of Ethics to limit environmental disturbance. If you are exploring our centers and grounds, we ask that you follow the principles below:

- **Plan ahead and prepare.** Our educators will provide you with as much detail about the center as you require within a reasonable amount of notice.
- **Stay on trails and in designated areas only.** By staying on trails, we minimize disturbance to the natural environment. Our centers are also workspaces that we wish to keep safe and respectful.
- **Dispose of all trash properly.** Our centers have small trash receptacles. Large groups should expect to carry out anything they carry in. Large trash cans will be provided if you are renting an indoor space.
- **Leave what you find.** Please do not remove artifacts, geological features, or plants from our centers and sanctuaries.
- **Practice fire safety.** Fires are only permitted with prior approval in designated spaces.
- **Respect wildlife, including our animal ambassadors.** Intentionally disrupting wildlife habitats during our programs is not allowed. During live animal programs, please stay still and speak quietly. Avoid disturbing animal enclosures. We reserve the right to end a live animal experience at any time due to improper guest behavior.
- **Be considerate of other visitors who may be sharing the space, indoors or outdoors.** Private room rentals may be available when scheduling your program, but we are unable to limit access to trails or facilities during business hours. We will do our best to limit distractions and excessive noise levels in the centers during your program.

**Policies Regarding Infectious Disease/Illness:** Studies have shown that the risk of viral airborne transmission is very low in open air. However, program participants could still be in close proximity to one another (both indoors and outdoors) and share restroom and drinking fountain facilities where infectious disease and illness transmission rates can increase. If a participant is sick, we encourage them to stay at home to limit others' exposure to illness and decrease the spread of infection.

This is a dynamic policy; if/when transmission rates or case numbers of infectious diseases are high, we may require staff and participants to follow additional precautions such as indoor masking and social distancing. Any visitors may wear a mask at any point if this will make them feel more comfortable or safe.

We appreciate your cooperation with our policies. Thank you for supporting NH Audubon in our mission to protect New Hampshire's natural environment for wildlife and for people.