



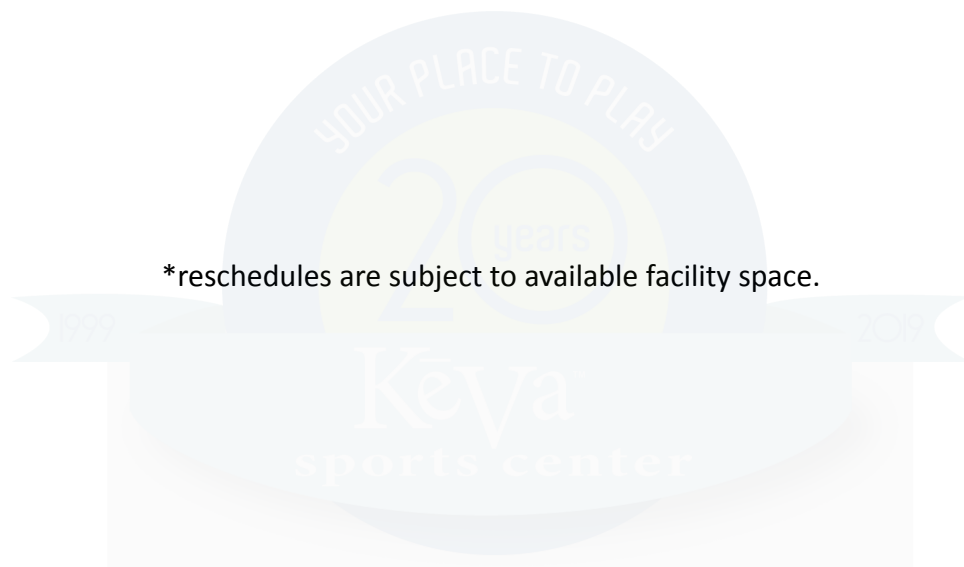
Inclement Weather Policy

Inclement weather is defined as rain, snow, wind, lightning and/or severe conditions (tornado, storms, thunderstorm watch/warnings) that compromise the safety of the participants, staff, volunteers and/or the condition of the facility.

-Sports Leagues-

1. If Keva cancels games or programs due to inclement weather, We will inform all scheduled programs at least 2 hours prior, as the weather conditions tend to change frequently.
2. Reschedules* or in-store credits will be provided if Keva cancels games or programs due to inclement weather.
3. The decision to cancel due to potential severe weather will be made based on confirmed weather patterns and road conditions in the relevant area.
4. Rain without lightning/thunder will be considered playable. Customers should be prepared for changing outdoor conditions. We highly recommend dressing appropriately and bringing extra clothes to ensure a comfortable and enjoyable experience.
5. Keva will not refund or reschedule games due to customer concerns about playing in cold or rainy weather.
6. Sand Volleyball teams who are pending to move inside will have a clear note that they need to bring shoes. If a team fails to bring shoes and their team is moved inside, it will be a forfeit loss if they can't play.
7. If teams do not receive notice from us, the scheduled games will go on as planned.
8. In the event of a cancellation due to weather, Keva will contact your team's manager, E-mail your full team through DaySmart, and post on our Facebook page.

*reschedules are subject to available facility space.





-Rentals-

1. Reschedules* or in-store credits or refunds will be provided if Keva calls off the rentals due to inclement weather.
2. Rentals where Keva has not canceled will follow the typical rental reschedule policy, and refunds or reschedules are unlikely to be provided.
3. Customers should be aware of the risks associated with outdoor rentals before signing the contract. (Extra information is in the note section of contracts)
4. If Keva closes the facility due to inclement weather, We will inform all scheduled programs 2 hours prior. We will not make a decision sooner than 2 hours as the weather changes too frequently.
5. The facility rental manager will make the final decision regarding cancellations for rentals and will coordinate with customers in a timely manner (at least 2 hour in advance)
6. Customers should contact the rental organizer (customer who rented) in case of a cancellation or call KEVA at 608-662-7529 and speak with a staff member.
7. The decision to cancel due to potential severe weather will be made based on confirmed weather patterns and road conditions in the relevant area.
8. Rain without lightning/thunder will be considered playable. Customers should be prepared for changing outdoor conditions. Snow on the outdoor turf is unlikely to cause cancellations
9. Keva will not refund or reschedule due to customer concerns about playing in cold or rainy weather, we highly recommend dressing appropriately and bringing extra clothes to ensure a comfortable and enjoyable experience.

*If there is available space for rescheduled rentals (conditions of similar rental conditions are required. I.e. same field, same time)

