

Lyon Arboretum Community Class Cancellation and Refund Policy (Effective January 1, 2023)

Please note that Eventbrite's fees are non-refundable.

Cancellations

If you realize you cannot make it to your community class, please let our staff know. Unanticipated absences can lead to delayed start times.

To notify our staff of a cancellation, call (808) 988-0461 or email our office at lyonedu@hawaii.edu

Timeframe

- Refunds can be requested up to 7 days before the class or as noted in the communications sent prior to the class date. **Refunds will not be issued after this cut-off date.**
- **All refund requests must be received during the workweek.**
- Requests for a refund for a Saturday class must be received by our staff on the Friday of the week before the class. Our office is open Monday through Friday from 9 am until 3 pm.

Refunds

- If notified within the refund allowance period, the class fee will be refunded. **Eventbrite fees cannot be refunded.**
- Credit towards another class will not be given any situation.

How to request

Refund requests can be made on the phone or by email. Requests made through social media messages (e.g., DMs) or other communication channels will not be accepted.

To request by email:

- Send your request to: lyonedu@hawaii.edu (Starting January 1, 2023)
- Include your full **first and last name**
- Include the **name and date of your class**
- Include the **email address used to sign up for the class**

To request by phone:

- Call: (808) 988-0461
- Leave your **full first and last name**
- Include the **name and date of your class**
- Please tell us the **email address used to sign up for the class**
- Leave a **callback phone number**

We will send an email to confirm that your request has been received. If you do not hear from us within 2 business days, please contact us again.