



Cancelation Policy

Reservations can be canceled at any time by calling HNC at 218-724-6735, but canceled reservations will NOT be refunded. All rentals are subject to **gear availability, snow conditions, and staff availability**. Refunds will be issued if reservation is canceled by Hartley Nature Center.

Gear availability: This is a new reservation system for HNC, with (unfortunately) no way to manage inventory. While we will do our absolute best to ensure that the gear you reserve is available at the time you indicate on your reservation, we cannot guarantee this. If gear is not available at the time of reservation pick-up you will be given the option to wait until it is available, come back at a later time (same day), or be given a full refund.* We will do our best to notify you ahead of time if gear is unavailable.

Snow Conditions: HNC rents gear when there is 8 inches or more of snow on the trails. If there is not enough snow on the day of your reservation you will be notified, and your reservation will be refunded in full.*

Staff availability: Due to COVID, Staff are required to pass a health screening before each shift. If they do not pass the health screening, they are not allowed to work. If this happens, we may be forced to close for a given day. In the event of unexpected closure, you will be notified as soon as possible and given a full refund.*

***Note:** For cancelations on weekends, refunds will be processed on the next business day. It can take several days before the refund is complete.