RESERVATIONS

How do I access my online account?
At the end of June 2020, we moved to a new booking software. Please log in or create a new account here. Your old email and password will no longer be recognized.

Where do I register for Distance Learning Classes?
Click here to REGISTER for classes.

Where do I register for Audubon Birding Days and Field Trips?
Click here to register for ABDs and field trips.

What does “inquire” mean on your online reservation system?
If you see a checkmark and inquire when you are registering, that means that the class or trip is full. By checking inquire, we can add you to a waitlist. Please be as detailed as possible in your inquiry.

How can I see what classes I'm registered for?
Sign in to your account by clicking here. Once you’re in, click “Manage my Activities”.

Where do I register for programs with Portland Audubon?
You can find a list of all available classes to register for here.

Do you use waitlists?
We do not for distance learning classes, but when you inquire into a field trip or Audubon Birding Day, that is how we get you on the waitlist.

Why does the website say *FULL* but the registration form does not?
We manually update our website daily, Monday-Friday. Sometimes people cancel at the last minute or over the weekend and this happens. You are welcome to register if it shows space on the registration page.

ZOOM

How do I access classes that I signed up for?
A Zoom link will be sent to your email on file in our database 1-3 days before the class.

You will also get a reminder email with the link directly from Zoom both 1 day and 1 hour before the class starts. This reminder will come from this email (be sure to mark as not spam): no-reply@zoom.us
I didn’t get a Zoom Link sent to my email. What do I do?  
In our experience with Distance Learning Classes, Earthlink and smaller email providers are more likely to block emails from Portland Audubon. Please check your email settings, spam and junk folders. If you didn’t get a Zoom link one day before your class, please email classes@audubonportland.org.

You can also use the search feature on your email to search for the subject line that includes the words Portland Audubon, zoom class link, the date and title of your class. So, something like this: “Portland Audubon - May 20 Zoom Class Link - Birds Are Great”

Why do I need to register for this class twice?  
The first registration, through our website, is through our registration software and processes your payment.

The second registration is for Zoom. With the webinar feature, we do not have the option to use waiting rooms. Requiring registration is the best and easiest way for us to make sure classes with Portland Audubon are secure.

Why does Portland Audubon have class size limits on Zoom?  
We aim to provide an experience similar to in-person classes and allow space for people to ask questions at the end of class.

CANCELLATION POLICY, REFUNDS, ETC.

What is your class cancellation policy?  
View our class cancellation policy by clicking here. To cancel a class or trip, please email classes@audubonportland.org

Do you offer refunds or credits for missed classes?  
No. It is the participant’s responsibility to be sure to be on time for a class and make sure it’s on their schedule.

What time is my class?  
Class times are listed on our website and the emailed invoice you receive when you register.

Where can I find more information on your Distance Learning Classes?  
Visit: https://audubonportland.org/our-work/learn/adult-programs/classes/
I thought I was paying for the whole series...
Many of our classes are parts of a continuing series on a theme, and are designed to work in conjunction with one another. However, it is currently not possible to register for the whole series with one click. Please register individually for each class that you would like to attend—each class costs $20 for members.

If you have any other comments, questions, or concerns about Portland Audubon’s Distance Learning Classes, please write to: classes@audubonportland.org.