

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 digital classes.

Where do I register for kid and family Sanctuary Tours?

[Click here](#) to register for Morning or Afternoon Explorers.

[Click here](#) to register for Family Sanctuary Tours.

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”.

Do you use waitlists?

Yes! When you inquire into a class or sanctuary tour, that is how we get you on the waitlist. Please be as detailed as possible.

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**



Youth & Family Education with Portland Audubon - FAQs

TOGETHER FOR NATURE

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 tlemezis@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.

What if my child misses a Distance Learning Class?

We can send you a recording of the program that is non-downloadable and good for two weeks.

CANCELLATION POLICY, REFUNDS, ETC.

What is your class cancellation policy?

We require two weeks notice if you need to cancel a program, or no refund will be given. Programs cancelled within the two week period are refunded with the exception of a 10% administrative fee.

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 Youth and Family Programs?

Visit: <https://audubonportland.org/our-work/learn/youth-programs/youthonlineprograms/>

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 session you'd like to sign up for.

If you have any other comments, questions, or concerns about Portland Audubon's Youth and Family Programs, please write to: tlemezis@audubonportland.org.