



URBAN GREEN LAB™

Urban Green Lab Classes and Trainings

TERMS AND CONDITIONS

1. Booking & Confirmation

- a. All workshops must be booked in writing (via signed agreement or confirmation email).
- b. A booking is not confirmed until payment (or agreed deposit) has been received.

2. Minimum Fee

- a. The minimum workshop fee is \$500 per session.

3. Payment Terms

- a. Full payment is due at the time of booking unless otherwise agreed in writing.
- b. Payments may be made by check, ACH transfer, or credit card (processing fees may apply).
- c. Invoices not paid within 30 days of the due date may incur a late fee of 1.5% per month.

4. Cancellations & Rescheduling

- a. Cancellations received 15 or more days before the scheduled date: full refund (minus any transaction fees).
- b. Cancellations received 8–14 days prior: 50% of the workshop fee is due.
- c. Cancellations received 7 days or fewer prior: 100% of the workshop fee is due.
- d. Rescheduling is subject to availability; any reschedule within 14 days may incur a 25% rescheduling fee.

5. Travel & Lodging (Outside Nashville Metro Area)

- a. Client is responsible for IRS-standard mileage reimbursement, airfare (if applicable), GSA per diem for meals, and reasonable lodging expenses.
- b. Travel arrangements must be confirmed at least 14 days prior to the workshop.

6. Participant Numbers

- a. Pricing is based on participant ranges listed in the Pricing Schedule.
- b. If actual attendance exceeds the booked range, UGL reserves the right to invoice the client for the higher pricing tier.

7. Minimum Enrollment & Cancellations

- a. For workshops open to the public: Urban Green Lab requires a minimum of five (5) registered participants for each workshop to ensure a high-quality, interactive learning experience.

- b. If the minimum threshold is not met, Urban Green Lab reserves the right to cancel or reschedule the workshop.
- c. Registrants will be notified no later than 7 days prior to the scheduled workshop date if cancellation is necessary.
- d. In the event of cancellation, registrants may choose to receive a full refund or apply their registration fee as a credit toward a future workshop.
- e. Urban Green Lab is not responsible for any travel, lodging, or other costs incurred by registrants in connection with a cancelled workshop.

8. Group Registrations & Organizational Contact

- a. For group registrations made by a business, school, or nonprofit, the registering organization must designate one primary contact person to manage participant sign-ups, distribute workshop details, and handle internal communications. Urban Green Lab will direct all confirmations, materials, and updates to that designated contact.
- b. It is the organization's responsibility to ensure information is shared with all registered participants. Urban Green Lab is not liable for missed communications, incomplete registrations, or participant confusion if the organization does not manage internal communication effectively.

9. Virtual Delivery & Recording

- a. Workshops delivered virtually are hosted on UGL's Zoom platform unless otherwise agreed.
- b. Recordings are not permitted unless agreed to in advance.
- c. The client may not download, re-record, or distribute the workshop in any way without written permission from UGL.

10. Tailoring and Customization

- a. We're happy to tailor the slides to include your logo and minor cosmetic adjustments for an additional fee.
- b. Customization of existing workshops is not possible. We will be happy to discuss creating custom workshops, including length, learning outcomes, and number of participants.

11. Intellectual Property

- a. All training materials, slides, and content remain the intellectual property of Urban Green Lab.
- b. Materials may not be reproduced, distributed, or reused without written permission.

12. Certificates & Continuing Education Credits

- a. Certificates of completion or CEUs may be available.
- b. It is the client's responsibility to confirm CEU acceptance with their accrediting body.

13. Photography, Recording, and Publicity Release

- a. Urban Green Lab may capture photos, video, or audio during workshops to document our shared learning and celebrate the community's commitment to

sustainability. These images and recordings may be used in educational materials, reports, or outreach to inspire others and highlight the impact of our collective work. By attending Urban Green Lab workshops and events, participants grant Urban Green Lab the right to photograph, record, and/or livestream sessions and to use such images, audio, or video in promotional materials, publications, social media, and on our website. These materials may be used without compensation and will remain the property of Urban Green Lab. Participants who prefer not to be photographed or recorded may let us know in advance or upon arrival, and we will honor that request.

14. Scholarships

- a. Partial scholarships may be available upon request and subject to approval.

15. Accessibility & Accommodations

- a. Urban Green Lab strives to make every workshop welcoming and accessible. Venues are selected with ADA access in mind (step-free entry where possible, accessible restrooms, and clear paths of travel). We're happy to provide reasonable accommodations such as large-print or digital materials in advance, reserved seating, dietary accommodations for any catered food, and other supports.
- b. Requesting accommodations:
 - i. Please tell us what you need at least 10 business days before the event so we can plan accordingly. We will confirm what we can provide, at no cost to participants.
 - 1. Email: connect@urbangreenlab.org
 - 2. phone: 615-442-7072
 - ii. In your registration, use the "Accessibility Needs" field to share details.
 - iii. Service animals are welcome. If an unforeseen barrier arises on site, please speak with a staff member, and we'll work with you to find a solution. We handle all accommodation requests respectfully and keep details private, sharing only as needed to fulfill the request.

16. Liability & Indemnification

- a. Urban Green Lab will deliver workshops in a professional and educational manner.
- b. UGL is not responsible for how clients implement workshop learnings or outcomes.
- c. Clients agree to indemnify and hold harmless Urban Green Lab and its staff from any claims arising from participation in workshops.

17. Registration data and Third Party Vendors

- a. By registering for a workshop, participants consent to Urban Green Lab's collection and use of personal information (such as name, email address, employer, and payment details) for the purposes of processing registration, communicating about the event, and sharing post-event materials or surveys.
- b. Urban Green Lab will not sell or share registrant information with unrelated third parties. However, registration data may be stored and processed through trusted

third-party service providers (e.g., Eventbrite, Zoom, Stripe, PayPal) used to manage event logistics and payment. Participants acknowledge that these vendors may have their own independent privacy policies and terms of service, and agree to be bound by them when completing registration or participating virtually.

- c. Participants may opt-out of receiving future promotional communications from Urban Green Lab by using the unsubscribe link provided in email communications or by contacting us directly.

18. Conduct & Participation Policy

- a. Urban Green Lab is committed to creating a respectful, inclusive, and safe environment for all participants, facilitators, and staff. We ask that everyone engage in ways that foster learning, collaboration, and kindness.
- b. Examples of expected behavior include:
 - i. Treating others with respect, dignity, and professionalism
 - ii. Using language and actions that are inclusive and free from harassment or discrimination
 - iii. Following facilitator and venue guidelines (e.g., timekeeping, safety protocols, accessibility considerations)
- c. Unacceptable behavior includes but is not limited to:
 - i. Harassment, intimidation, or discriminatory remarks
 - ii. Disruption of workshops or activities that prevents others from learning
 - iii. Violence, threats, or damage to property
 - iv. Repeated disregard of staff or facilitator instructions
- d. Removal from Workshops
 - i. Urban Green Lab reserves the right to remove, without refund, any participant who engages in behavior that is unsafe, discriminatory, or disruptive to the learning environment. Decisions about removal will be made by Urban Green Lab staff to protect the well-being of all attendees.
 - ii. Participants asked to leave may also be restricted from attending future events hosted by Urban Green Lab.

19. Force Majeure

- a. UGL is not liable for delays, cancellations, or non-performance resulting from events beyond its reasonable control (e.g., natural disasters, public health emergencies, strikes, or government restrictions).

20. Liability Waiver

- a. By registering for and participating in an Urban Green Lab workshop, participants acknowledge and agree to the following:
 - i. Participation is voluntary and may involve standard risks associated with in-person gatherings, such as travel, use of facilities, and interactive activities.
 - ii. Urban Green Lab and its staff, volunteers, and partners are not responsible for any injury, illness, loss, or damage to personal property that may occur

during or as a result of participation in the workshop, except where caused by gross negligence or intentional misconduct.

- iii. Participants are responsible for their own health and safety, including following any instructions provided by Urban Green Lab staff, facilitators, or venue personnel.
- iv. By attending, participants release and hold harmless Urban Green Lab from any claims, liabilities, or expenses arising from participation in the workshop.

21. Governing Law

- a. These Terms and Conditions are governed by the laws of the State of Tennessee.

22. Amendments

- a. UGL reserves the right to amend pricing and terms with reasonable notice.
- b. Bookings made prior to a change will be honored at the agreed-upon rate and terms.

23. Severability

- a. If any provision of these Terms and Conditions is found to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect. The invalid or unenforceable provision will be deemed modified to the extent necessary to make it valid and enforceable, consistent with the original intent of the parties.

As of November 1, 2025