



## **ICN Weather-Related Cancellations**

Effective: December 1, 2008

Regional schedulers, or the original session requester, may cancel ICN video sessions due to inclement weather.

ICN should be notified of weather-related cancellations, by e-mail or phone, before the session begins, whenever possible. Regional schedulers, or the original requester, can notify ICN by e-mailing [icn.video@iowa.gov](mailto:icn.video@iowa.gov) or by calling 515-725-4686 or 877-575-2862.

Partial credits may also be provided for those remote sites involved in sessions that experience weather-related site closures, but where the session itself is not cancelled. ICN should be notified of the site closure, whenever possible, before the session begins.

If the scheduler or requester is unable to cancel the session prior to its scheduled occurrence, the Video Credit Request Form must be completed and faxed to 515-725-4727 in order to receive full credit for the session. That form is available at <http://icn.iowa.gov/services/video/video-scheduling-resources>.

Session attendees should always be advised to call the session location to determine if the building will be open.

Please contact [ICN.video@iowa.gov](mailto:ICN.video@iowa.gov) for questions regarding this policy.

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