



Emergency Closure & Changes to Normal Operations Policy

This document provides guidance on how BP Energy Center management will proceed in the event of emergency closures or changes to normal operations of the Center.

We understand many events take months of planning and may have attendees traveling in from remote areas of the state and staying in close proximity to the Center. Our goal is to provide a community resource with as little disruption to scheduled events as possible. However, given the nature of weather in our area and the unpredictability of road conditions that may preclude staff from safely getting to the Center, we ask for your understanding as we prioritize staff safety over normal operations.

Under normal operating circumstances, BP Energy Center management ensures that the Center will be open during regularly posted business hours. Our goal is to provide minimal disruption to normal operations and scheduled events.

Anticipated Closures or Changes in Normal Operations

Changes in normal operations may include, but are not limited to delayed opening, early closure or full closure of the Center. For all anticipated closures or changes in normal operations due to predicted inclement weather, or unexpected facility maintenance, notification will be made within twelve hours of scheduled reservations to the official event coordinator on the reservation in the Center's database. Event coordinators will be responsible for notifying their attendees of changes in event times. BP Energy Center staff will perform due diligence in updating the Center's website and creating signage and messaging for attendees who may not have received notification of event changes. Payment for reservations cancelled by BP Energy Center management will either be refunded or moved to future reservation dates.

Emergency Closures

In rare cases of unpredicted severe inclement weather, natural disasters, power outages or facility safety concerns all affected reservations will be contacted as soon as possible informing them of changes that may impede them from conducting their events as scheduled. BP Energy Center staff will perform due diligence in updating the Center's website and creating signage and messaging for attendees who may not have received notification of event changes. Payment for reservations cancelled by BP Energy Center management will either be refunded or moved to future reservation dates.

Real-Time Website Resource

All closures or changes in normal operations will be updated in real-time to our website bpenergycenter.org under the "Emergency Closure" tab.

BP Energy Center management reserves the right to close the facility at any time with or without notice in cases of staff, visitor or facility safety concerns.