

Climate Ready Communities Support Package Terms of Service, v2.0

The Climate Ready Communities Support Package (“Support Package”) is an internet-based platform offered to communities, counties and other organizations such as a regional collaborative or counties that may serve multiple communities within their scope in the United States and Canada.

The primary subscriber (“Primary”) is the person to whom Support Package login credentials are sent initially. Because of the collaborative nature of the Support Package the Primary is authorized to share their credentials on an as needed basis with others in their community or organization who participate in a climate resilience planning or implementation process for that community. When the Primary represents a regional entity such as a county, the Primary may share credentials for and resources of the Support Package with the members of multiple communities that are within the scope of the regional entity.

A secondary subscriber (“Secondary”) is anyone who has the Primary login credentials per this criterion. All subscribers, Primary and Secondary, are bound by the following terms.

The Support Package provides the following support to a subscriber:

- Downloadable templates
- Online tutorial videos
- Access to the Climate Ready Community library of climate resilience webinars
- A 1 hour get-acquainted phone call with Geos Institute staff
- On-line, moderated forum that allows subscribers to share topics and questions with other subscribers as well as with Geos Institute staff
- A web portal from which Primary and Secondary subscribers access Support Package resources
- Email support for technical and basic questions
- Phone support for technical website and template issues

Credentials

Credentials to access the features of the Support Package will be sent to the person identified on the Registration form. Credentials will be sent via email within 5 business days of payment.

Templates and Tutorials

Primary and Secondary subscribers may download templates for use within their community or by communities that are within the scope of a regional organization.

Primary and Secondary subscribers are not authorized to distribute these templates outside these boundaries.

Primary and Secondary subscribers have access to view tutorials and may choose to show these tutorials to others within their community or regional organization in a public meeting.

Phone and Email Support

Email support is intended for basic questions on the Guide, templates or website, not as a substitute for consulting services nor to cover in-depth topics.

Phone support is provided to resolve technical website or template issues.

No Warranty

While the Geos Institute strives to help communities be successful in building their climate resilience, the Geos Institute makes no explicit or implied warranty that the Climate Ready Communities Support Packages or Guide will ensure a successful climate resilience plan by the subscriber.

Fees

The Climate Ready Communities Support Package subscription fee is paid in advance for a 2-year period.