

## Cancellation/ Rescheduling Policy

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	Cancellation fee	Additional Information
Classes for Children	No monetary refund Class credit only	Parents can choose another class to attend within a 3 month period. **
Birthday Parties	\$50 non- refundable deposit taken from party fee	Will receive refund of remaining balance if notice is given at least 4 weeks prior to program start date.
Zoo Camps/ Junior Zookeeper	25% of class fee is non-refundable.	Will receive refund of remaining balance if notice is given at least 7 days prior to camp start date. Zoo Camp participants that do not show up for their session or choose to leave early will not be granted any refund.
Family Programs	No monetary refund Class credit only	Families can choose another family program to attend within a 3 month period. **
Zoo Sleepovers	25% of class fee is non-refundable.	Will receive refund of remaining balance if notice is given at least 7 days prior to program start date. Participants that do not show up for their session or choose to leave early will not be granted any refund.
Behind the Scene Tours	Fees are non-refundable.	Failure to show up for tour results in loss of tour experience (ex. Gift certificate or prize).
Adult Classes	No monetary refund Class credit only	You can call the education department to choose another adult class within 3 months. **
Scout Programs	25% of fee (with notice of more than two weeks)	If you do not show for program or you cancel with less than a 2 week notice, you will not receive any refund.

\*\*If you have signed up for all of the upcoming classes within the 3 month period, you can choose a class after this time.