Class Policies

Please call the Conservation, Education, and Training department at (708) 688-8342 for any program questions, to request a refund, or to reschedule.

	Non-refundable deposit	Notice required to receive refund*	Fee to reschedule	Online Registration Closes	Additional Information
Zoo Camp	$25 for half day $50 for full day	14 calendar days	$10/child/ session	14 calendar days prior	Zoo Camp participants that do not show up for their registered session or choose to leave early on one or more Zoo Camp days will not be granted a refund.
Backstage Adventures	25%	7 calendar days	n/a	7 calendar days prior	
Lecture Series	n/a	7 calendar days	n/a	n/a	Walk-in registrations are welcome at the time of the lecture.
Family Play Programs	25%	7 calendar days	n/a	7 calendar days prior	
Family Sleepover Safari	25%	14 calendar days	n/a	14 calendar days prior	**Attention Scout groups:** Please contact the CET Service Representative at (708) 688-8342 regarding our group refund policies.

*If a late cancellation is due to a medical emergency, a written, physician-authorized note is required before a full refund can be issued.

Please note that any program at Brookfield Zoo may be cancelled at the last minute for animal welfare, dangerous weather, staff needs, or insufficient registration. We do not offer credits or rain checks on any cancelled programs. If a program is cancelled by Brookfield Zoo, you will be contacted with as much notice as possible and a full refund will be issued in the manner by which the original payment was processed.