

Cancellations & Rescheduling

	Non-Refundable Deposit	Notice required to receive a refund or to reschedule*	Fee to reschedule	Online Registration Closes	Additional Information
Zoo Camp	\$50 for half-day \$100 for a full day	Prior to May 1st	\$26 per child per session	14 calendar days or once full	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.
Penguin Feedings	25%	14 calendar days	N/A	The prior calendar day	
Penguin Encounter	25%	7 calendar days	N/A	1 hour before each session	On-site sales are available at the Coast Gift Shop when open.
Lecture Series	N/A	7 calendar days	N/A	3 calendar days - See additional information	Walk-in registrations are welcome at the time of the lecture. We can accept cash or check at the door.
Adult Classes	25%	7 calendar days	N/A	7 calendar days prior	Registration is required for these programs. Walk-in registrations cannot be accommodated.
Family Play Programs	25%	7 calendar days	N/A	7 calendar days prior	Family Play Program participants that do not show up for their registered session or choose to leave early on one or more days will not be granted a refund.
Family Sleepover Safari	25%	14 calendar days	N/A	14 calendar days prior	Attention Scout groups: Please contact the Education department at AdventuresInLearning@CZS.org regarding our group refund policies.

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

We do not offer credits or rain checks on any canceled programs. Any programs may be canceled at the last minute for animal welfare, dangerous weather, staff needs, or insufficient registration.

To cancel or reschedule a Penguin Feeding, please call (708) 688-8430.

To cancel or reschedule a Penguin Encounter, please call 708-688-8809.

To cancel or reschedule all other activities listed, please call (708) 688-8342.