

# Cancellations & Rescheduling

	Non-refundable deposit	Notice required to receive refund or to reschedule*	Fee to reschedule	Online Registration Closes	Additional Information
<b>Zoo Camp</b>	\$50 for half day \$100 for full day	Prior to May 1 <sup>st</sup>	\$25/child/ session	14 calendar days prior 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.
<b>Backstage Adventures</b>	25%	7 calendar days	n/a	7 calendar days prior	
<b>Penguin Encounter</b>	25%	7 calendar days	n/a	9:00 AM on the day of the program	Walk-in registrations are welcome if space is still available.
<b>Lecture Series</b>	n/a	7 calendar days	n/a	3 calendar days prior – See Additional Information	Walk-in registrations are welcome at the time of the lecture. We can accept cash or check at the door.
<b>Adult Classes</b>	25%	7 calendar days	n/a	7 calendar days prior	Registration is <b>required</b> for these programs. Walk-in registrations cannot be accommodated.
<b>Family Play Programs</b>	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.
<b>Family Sleepover Safari</b>	25%	14 calendar days	n/a	14 calendar days prior	<b>Attention Scout groups:</b> Please contact the Education department at <a href="mailto:AdventuresInLearning@CZS.org">AdventuresInLearning@CZS.org</a> 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 cancelled programs. Also, any program at Brookfield Zoo may be cancelled at the last minute for animal welfare, dangerous weather, staff needs, or insufficient registration. To cancel or reschedule, please call (708) 688-8342.