

Cancellations & Rescheduling

	Non-refundable deposit	Notice required to receive refund or to reschedule*	Fee to reschedule	Online Registration Closes	Additional Information
Zoo Camp (Summer)	\$50 for half day \$100 for full day	Prior to May 1 st	\$25/child/ session	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund.
Zoo Camp (Winter & Spring)	25%	14 calendar days	\$10/child/ session	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund.
Sprouts	25%	14 calendar days	n/a	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund.
Family Play Programs	25%	14 calendar days	n/a	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund.
Sleepover Safari (Families & Groups)	25%	30 calendar days	\$5/person for parties of 15 or more.	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund.
Sleepover Safari (Private Overnights)	25%	90 calendar days	\$5/reserved spot	14 calendar days prior or once full.	Participants that do not show up for their registered session or choose to leave early will not be granted a refund. For more information on booking a private sleepover, please call us at 708-688-8342.

*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.