



Conservation Education School and Group Programs: *Payments, Late Arrival, Reservation Changes, and Cancellation Policies*

Payments:

The signed payment policy, reservation contract, deposit **and** full payment are due by the date indicated on the reservation contract. If payment is not received before the scheduled date, the program **will not be provided**.

• *There are a few options to pay:*

1. Write a check payable to Lehigh Valley Zoo and mail it with a signed copy of the contract to:
Lehigh Valley Zoo
Attn: Education Department
5150 Game Preserve Road PO Box 519
Schnecksville, PA 18078

2. Fill out the credit card information at the bottom of your Reservation Contract completely and email it to edureservations@lvzoo.org, or mail to the above address.

3. Call anyone in education at 610-799-4171 extension 228, 229, 247 with your credit card information.

- Payment for additional participants added after the contract has been signed and returned is due in full upon arrival on the day of the program.
- Accommodations for additional participants that are not added at least seven days prior to the program cannot be guaranteed.

Late Arrival:

- Your program is scheduled for the time stated on the contract. If you arrive late for your program we will accommodate you to the best of our ability, however **no refund** will be provided if the program needs to be shortened or cancelled due to tardiness. Programs will end at their scheduled time (40 minutes past the start time indicated on the contract).

Reservation Changes and Cancellations:

- One complimentary date/time/program type/participant count change is allowed if made at least seven days prior to the originally scheduled date/time/program type/participant count, pending availability. A charge of \$25 will be made for any additional changes if made at least seven days prior to the rescheduled date/time/program type. No changes in date/time/program type may be made within seven days of scheduled program.
- A refund of 75% of the applicable amount will be made if cancellation of the reservation or reduction in the participant count occurs at least seven days prior to the scheduled program.
- **No refund** will be made if cancellation of the reservation or reduction in the participant count occurs within seven days of the scheduled program.
- In case of participant cancellation due to emergency, every attempt will be made to reschedule for a mutual agreeable date and time. If a mutually agreeable date or time cannot be found, a full refund will be made.
- The program **will not run if the zoo is closed** for the day or during the time of your program. If for unforeseen

circumstances the Lehigh Valley Zoo is unable to provide the program on the scheduled date or time, every attempt will be made to reschedule the program to a mutually agreeable date or time. If a mutually agreeable date or time cannot be found, a full refund will be made.

- The Lehigh Valley Zoo reserves the right to cancel a program at any time in the case of an animal or zoo emergency. Every attempt will be made to reschedule. If a mutually agreeable reschedule date or time cannot be found, a refund will be made.

I have read and accept terms of the Lehigh Valley Zoo's Program payment policy.

Signature _____

Date Signed _____