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

Payments:

- **Encounters**: Full payment is due at the time of booking. The date of program will not be confirmed until payment is received. Temporary holds can be held for one week past receiving your booking contract. After one week, if we have not received required payment, we will release the hold for your program on that date.
- **Birthday Parties**: A 25% *non-refundable* deposit based on original birthday package selection is due at the time of booking. Temporary holds can be held for one week past receiving your booking contract. After one week, if we have not received required payment, we will release the hold for your program on that date.
  - Final participant count, final party selections, and balance are due at least seven days prior to the party. *If payment is not received before the scheduled date, the program will not be provided.*
- **All other Onsite, Offsite and Virtual Programs**: A 25% *non-refundable* deposit is due at the time of booking in order to secure a date. Temporary holds can be held for one week past receiving your booking contract. After one week, if we have not received required payment, we will release the hold for your program on that date.
  - Final participant count and balance are due 30 days prior to the program. *If payment is not received before the scheduled date, the program will not be provided.*
- There are a few options to pay:
  1. Email edureservations@lvzoo.org with your credit card information. Please include full name on the card, cc#, exp. date, CVC and billing address associated with the card including zip code.
  2. Call Education at 610-799-4171 extension 247, 228 or 229 with your credit card information.
  3. 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

- 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 ten 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.

Reservation Changes and Cancellations:

- The program *will not run if the zoo is closed* for the day or during the time of your program. If 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, we can discuss the opportunity for a refund.
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, we can discuss the opportunity for a refund.

- After receiving payment, the zoo will not issue refunds for program reservations if they are cancelled by the guest. If a guest needs to cancel for personal or health reason, we will still work with you to reschedule your program.
- *If the zoo is open to general public, even amidst the COVID-19 pandemic, the payment policy will be followed as written above.*

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

Signature______________________________________

Date Signed________________