



Conservation Education Programs:

Payments, Late Arrival, Reservation Changes, and Cancellation Policies

Payments:

- **Encounters, Onsite, Offsite (Zoo Reach), and Virtual Programs:**

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, the Lehigh Valley Zoo reserves the right to release the hold for your program on that date.

- For onsite programs (Animal Kingdom Presentations, CEPs, Zoo Tours, Scout Programs), a maximum of 30 participants is permitted for each program. Groups with over 30 participants or groups booking more than one of these programs will be charged the additional program price – **no exceptions**.

- **Birthday Parties:**

A 25% **non-refundable** deposit based on your birthday party 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, the Lehigh Valley Zoo reserves the right to release the hold for your program on that date.

- Final participant count, final party selections, and final balance are due at least seven (7) days prior to the party. **If full payment is not received before the scheduled party date, the program will not be provided, and no refund will be processed.**
- Birthday Party Check-In:
 - Each party package includes zoo and party admission for the birthday child and 20 guests. The party host may choose to pay for additional participants at the rate of \$10/participant.
 - On the date of the scheduled party, each participant must report to the front gate to check in and be directed to the party space. The number of guests permitted is determined by the final count provided by the party host seven (7) days before the party. If your number of party participants exceeds the number of participants paid for, those individuals will be charged the full admission price at the front gate upon party check-in, or the party host will be automatically charged full admission price for the additional participants.

- **To provide payment:**

- Call Education at 610-799-4171 extension 228 or 229 with your credit card information; **or**
- Write a check payable to Lehigh Valley Zoo and mail it with a signed copy of the Booking Contract to:

ATTN: Education Department
Lehigh Valley Zoo
5150 Game Preserve Road PO Box 519
Schnecksville, PA 18078

Late Arrival:

- Your program is scheduled to start at the time stated on the Booking 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.

Weather:

- The Lehigh Valley Zoo runs programming rain or shine. Therefore, we do not offer prescheduled rain dates for programming, or offer refunds if the participant cancels the program. If there is severe weather, the zoo may cancel the program and will work with guests to reschedule the program. If a mutually agreeable date/time cannot be found we will discuss the possibility for a refund.

Reservation Changes and Cancellations:

- If for unforeseen circumstances the Lehigh Valley Zoo is closed, or is unable to provide the program on the scheduled date/time, every attempt will be made to reschedule the program to a mutually agreeable date/time. If a mutually agreeable date/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 your program. If a mutually agreeable date/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. However, will work with you to reschedule your program to a mutually agreeable date/time.
- ***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: _____