

Group Reservation Policies

Refund Policy:

No refunds will be issues for those unable to attend the trip. Wristbands are good for another day of their choice. For check overages, the Birmingham Zoo will issue a refund for check overages of \$35 or more. Refunds take 2 weeks for processing and will be sent to the school/organizations address on the original check or address given on the group reservation form

Cancellation policy:

Cancellations must be submitted via e-mail at least 72 hours before your trip. You will receive an e-mail with confirmation of your cancellation. If you have pre-paid for your trip and are unable to reschedule, the wristbands you purchased are good for up to a year. They may be kept to be used for another trip or distributed to the participants to come and use another day. If a refund is preferred, the trip must be cancelled at least 72 hours prior to your scheduled arrival. In this case, there is no penalty and your trip may be refunded in full. If you have not cancelled your trip at least 72 hours prior to your scheduled arrival, your payment will not be refunded.

Rescheduling policy:

Reschedules must be submitted via e-mail at least 72 hours before your trip. There is no fee to reschedule if:

- 1) It is your first (1st) reschedule request,
- 2) The reschedule is necessary due to unexpected circumstances beyond your organization's control, or
- 3) If the Birmingham Zoo requires rescheduling.

Any additional reschedules will be charged a \$25 rescheduling fee.