

# Group Reservation Policies

## **Refund Policy:**

No refunds will be issued 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/organization 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, all wristbands must be returned to the Birmingham Zoo before your refund can be processed and 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 and the new visit date must be available. If you arrive on a day that is not your scheduled visit date, you will be subject to paying regular priced admission at the front gate. 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.**

## **School Program Payment Policy:**

To confirm your program, you must sign and return the School Program Payment Policy and pay for your program in full two weeks before your trip. Failure to return a signed School Program Payment Policy or pay for your program in full two weeks before your trip will automatically cancel your program.

## **Lunch Policies:**

Lunches must be ordered through the "Book Your Trip Here" form. All lunch orders must be received 7 business days before your trip. Final lunch numbers are due 3 business days before your trip. Any request of changes to lunches after the final due date will be subject to approval and will be charged a \$20 fee even if the change cannot be made. Lunches are available for Educational groups only.