



REFUNDS AND FEES POLICIES

FRANK BUCK ZOO EDITION

Refunds

Cancellations can be made by any form (phone call, email, or in person) up to 7 days before the start of your scheduled program. You will receive a refund, minus a \$25 processing fee, for any cancellation requests made 7 days before the start date. If your request to cancel is made within a week of the program date, no refunds will be made.

If you would like to cancel, please state your name, campers name, and the date on which you would like to cancel. You will be notified once your cancellation is complete.

If you need to change to a different day for Junior Zoo Crew, please have those rescheduling request made by phone call, email, or in person up to two weeks before the start of your camper(s) scheduled program day. If there is space available, a \$25 processing fee will be charged and your camper(s) will be changed to the new day for Junior Zoo Crew.

Fees

For safety purposes, all campers must wear their Junior Zoo Crew shirt that will be provided upon check in. One camp shirt is included in the cost of camp. Additional shirts can be purchased upon request.

Junior Zoo Crew members should also come with a water bottle. If they do not have one, no worries! One water bottle is also included in the cost of camp. Additional water bottles can be purchased upon request.

Junior Zoo Crew members who are dropped off and/or picked up outside of regular program or zoo hours, are subject to a fee of \$10 for the first 15 minutes and \$1 for each minute after.

