



REFUND AND CANCELLATION POLICY

ALL CAMP AND EDUCATION PROGRAMS	
<i>If you submit your written cancellation request by</i>	<i>Your refund will be...</i>
Registration Opening Date – 31 calendar days before program start date	90% refund
30 – 16 calendar days before program start date	80% refund
15 – 7 calendar days before program start date	50% refund
6 calendar day before program start date – Program start date	No refund

No refunds will be issued after program start. No credits or refunds for missed programs. No credits or refunds are issued for inclement weather as programs happens rain or shine.

All refunds must be requested in writing. To request a refund for an upcoming program, please email education@zoomiami.org with your request to cancel and be sure to include:

- Order confirmation number
- Session and date(s) you wish to cancel
- Attendant name(s).

Your refund will not be issued unless all the appropriate information is provided. Please allow 2 to 3 weeks for our staff to issue your refund and, once issued, 3 to 4 business days for the funds to process which will be refunded to the card on file.