



## Family Overnight Safari Session Cancellation/Refund Policy and Form

### Cancellations

All cancellation requests must be made in **writing** with the Cancellation/Refund Form found on the bottom of this document. If you need another copy, please call (916) 808-8814 to have one emailed, faxed or mailed to you. **No phone cancellations will be accepted.**

Cancellations must be received in writing no less than two weeks prior to program date for a refund of 80%. After this time, any such request will be processed only if accompanied by a medical certificate and received at least 2 days prior to the overnight date.

### Refunds

- Refunds may take up to four weeks.
- Refunds will be made in the original form of payment.
- No refunds will be issued for no-shows.
- Refunds will only be granted if this form is postmarked, hand delivered to the Education Department, or faxed to (916) 264-6733. **No phone cancellations will be accepted.** All refunds will be processed in the order that they are received.
- In the case of insufficient registrations, we reserve the right to cancel the program and a full refund will be forthcoming.

### General Information

Participant/Registrant Name: \_\_\_\_\_

Order Number: # \_\_\_\_\_

Session(s) cancelled: \_\_\_\_\_

To help us serve you better, please explain why you are canceling your session: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

**Mail to:**  
Sacramento Zoo Education Department  
3930 West Land Park Drive  
Sacramento, CA 95822  
Fax: (916) 264-6733

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