



Camp & Class 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 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 prior to the second day of camp.

If the cancellation form is received less than 2 weeks prior to the start of the class, the refund amount may vary from 10%-30% at the Education Program Coordinator's discretion.

Refunds are not applicable for cancellations received 4 days or less prior to the start of the class or after the class has started.

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.
- No camper substitutions.
- In the case of insufficient registrations, we reserve the right to cancel the program and a full refund will be forthcoming.

General Information

Participant's Name: _____

Order Number: # _____

Session(s) cancelled: _____

To help us serve you better, please explain why you are cancelling your session: _____

Registrant/Parent Name: _____

Phone Number: () _____ Email Address: _____

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

