



Behind-the-Scenes Tour 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 the Education Department at (916) 808-8441 to have one emailed, faxed or mailed to you. **No phone cancellations will be accepted.**

Cancellations must be received in writing no less than seven days prior to your tour date. Refunds will incur a \$20 fee per original transaction / order.

Refunds

- Each transaction will incur a \$20 fee.
- Refunds may take up to two weeks.
- Refunds will be made in the original form of payment.
- No refunds will be issued for no-shows.
- **No phone cancellations will be accepted.** All refunds will be processed in the order that they are received.
- We reserve the right to cancel the tour and a full refund will be forthcoming.

General Information

Participant/Registrant Name(s): _____

Order Number: # _____

Tour name and date(s) cancelled: _____

To help us serve you better, please explain why you are canceling your tour: _____

Phone Number: (____) _____ Email Address: _____

Mail to:

Sacramento Zoo Education Department
3930 West Land Park Drive
Sacramento, CA 95822
Fax: (916) 264-6733 Email: zooeducation@saczo.org