



Behind-the-Scenes Tour Date Transfer Policy and Form

Tour Date Changes

In the event that you would like to request a tour date change, you can check availability by contacting the Education Department at 916-808-8441 or zooeducation@saczo.org. Due to price differences, tours can only be transferred within the same tour type and month. If you wish to change the type of tour, please submit a cancellation form and book your new tour online.

Tour Date Transfer Requests

All tour date change requests must be made in **writing** with the Tour Date Transfer Policy and Form found on the bottom of this document. **No phone transfer requests will be accepted.**

Requests must be received in writing no less than seven days prior to your current tour date. All transfer requests are subject to date availability and must occur within the same month. Spaces are limited.

There is a \$20 non-refundable handling fee per original transaction.

Payments and Processing

- All requests will be processed in the order that they are received.
- Payment must be received at time of the date transfer request in order to process.
- We are unable to transfer registrations from one individual to another, from one tour type to another, or from one month to another.
- The date transfer fee is non-refundable.
- In the case of insufficient registrations we reserve the right to cancel the tour and a full refund will be forthcoming.

General Information

Participant/Registrant Name(s): _____

Order Number: # _____

Tour(s) date currently registered: _____

Tour(s) to transfer to: _____

To help us serve you better, please explain why you are switching your tour(s): _____

Payment

Method of Payment: Credit Card Check (enclosed) Cash (enclosed)

Credit Card # _____ Security Code _____ Exp. _____

Credit Card Holder's Name: _____

Billing Address _____ City/State _____ Zip _____

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