



Education Program Cancellation and Change Policy

The Zoo's cancellation and change policy varies by program. Please review the specific policy for the program you have registered for. These policies are:

Field Trip Education Programs

To cancel or reschedule a Field Trip Education Program, it must be done at least two weeks in advance. If the cancellation occurs outside of the two-week window, you will be charged a \$20 cancellation fee that must be paid within two weeks of your scheduled program time. If you must cancel or change your program, please email education@potawatomizoo.org.

Zoo to You Outreach

To cancel or reschedule a Zoo to You Outreach Program, it must be done at least two weeks in advance. If the cancellation occurs outside of the two-week window, you will be charged an \$50 cancellation fee that must be paid within two weeks of your scheduled program time. If you must cancel or change your program, please email education@potawatomizoo.org.

Zoo Camps

Zoo Camp fees are refundable only if you contact us two weeks in advance. Outside the two-week window, Zoo Camp is nonrefundable. If you must cancel or change your Zoo Camp, please email education@potawatomizoo.org.

Youth, Adult and Family Programs

Youth, Adult, and Family Program fees are refundable only if you contact us two weeks in advance. Outside the two-week window, programs are nonrefundable. If you must cancel or change, please email education@potawatomizoo.org.

Scout Programs

To cancel or reschedule Scout Programs you must contact us at least two weeks in advance. Scout Program fees are refundable only if you contact us two weeks in advance. Outside the two-week window, Scout Programs are nonrefundable. If you must cancel or change your Scout Program, please email education@potawatomizoo.org.