

# Group Visit Payment and Cancellation Policies

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## Payment

### *Admission*

- Full payment for admission is due 14 days before the scheduled date of your group visit. If you schedule your visit fewer than 14 days away, full payment is expected not more than 2 business days after receipt of your confirmation. The Museum will not issue refunds for changes in attendance after the non-refundable final payment is submitted. Payments can be made via credit card or check.

### *Enrichment Options*

- Full payment is due 14 days before the scheduled date of your group's visit. If payment is not received 14 days prior to the scheduled date of your group visit, your group visit will be cancelled.

*Credit card payments can be made over the phone at 773-755-5179, Monday through Friday. Checks should be mailed to Peggy Notebaert Nature Museum, Attn: Registration Office, 2430 N. Cannon Drive, Chicago, Illinois 60614.*

## Changing Field Trip Plans

In order for the Museum to properly plan for all interested student groups, a one-time change may be made to the following:

- Date and Time (Rescheduling visit)
- Enrichment Options

These changes can be made up to 14 days in advance of your field trip date, based upon availability.

- Any request to reschedule within 14 days of the field trip date will be considered a cancellation. To request a new date, a new request must be submitted.
- All changes must be requested via e-mail at [groups@naturemuseum.org](mailto:groups@naturemuseum.org). Changes will NOT be accepted by phone.

## Cancellation

- All cancellations must be submitted in writing to: [cancel@naturemuseum.org](mailto:cancel@naturemuseum.org)
- To receive a 100% refund, cancellations must be submitted at least 14 days prior to your scheduled visit.
- No refund will be issued for cancellations less than 14 days before the scheduled visit.
- Refunds will not be given for programs cancelled due to a group's late arrival.
- If your group is unable to travel to the Museum due to extreme weather conditions, please call us at 773-755-5179 as soon as possible. We will make every effort to reschedule your visit, based on availability.