

## **Zoo Camp Cancellations, Session Date Changes and Refunds**

In the event that you would like to make a change, please do so in writing and include your child's name, grade, and session date(s). You may email these requests to [conniek@wacotx.gov](mailto:conniek@wacotx.gov) or [education@cameronparkzoo.com](mailto:education@cameronparkzoo.com). To insure program quality for all participants, we will not make exceptions regarding class sizes. Please note that campers may not make up missed days in another week of camp.

Please also take into consideration the following policies when changing your session date(s) or canceling your registration:

### **Session Date Changes:**

Due to the number of session date changes requested, we will allow one change at no cost and each additional change will be charged \$20.00. We will change the session date for your child's zoo camp only if there is an available spot for the week you are requesting.

### **Cancellations and Refunds:**

If your child is unable to attend, you are welcome to find a replacement in the same age group. All cancellation/replacement requests must be made in writing and mailed, faxed or emailed to the address/phone number/email address listed below.

Cancellations/refunds will incur a \$20.00 fee (per registration).

Cancellation requests received less than 2 weeks prior to your scheduled session date will only be eligible for a 50% refund. No refunds will be issued for no-shows or after the start date of the session for which you are registered. Refund processing can take 2-3 weeks.

### **Send cancellation and date change requests to:**

Cameron Park Zoo Adventure Camp  
1701 N. 4<sup>th</sup> Street  
Waco, TX 76707

Fax: 254-750-8469

Email: [conniek@wacotx.gov](mailto:conniek@wacotx.gov)