

Zoo School Cancellations 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). To insure program quality for all participants, we will not make exceptions regarding class sizes. Please note that Zoo School students may not make up missed days in another day of Zoo School.

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

Session Date Changes:

We will change the session date for your child's Zoo School if there is an available spot for the day you are requesting.

Wrong Age Group:

If you register your child for the wrong age group, they will be switched if there is an opening. If there is not an opening, we will refund your registration and you can be placed on a wait list.

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 emailed to the 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:

Connie Kassner

Email: conniek@wacotx.gov