

## Terms & Conditions

**For Onsite Programs:** You acknowledge the nature of a zoo/aquarium environment may entail certain risks of injury to the participants or damage to their belongings. Furthermore, you understand that an inherent risk of exposure to COVID-19 exists in any public place where people are present. By participating in this program, you and your party may be exposed to, and increase your risk of contracting or spreading, COVID-19. You agree to accept these risks for yourself and your party, and you participate in the program at your own risk. Neither WCS, its trustees, officers, agents and employees, nor the City of New York, will be responsible for any participant injury, loss or property damage.

**For Virtual Programs:** WCS Education respects the intellectual property of others and we ask users of our online services to do the same. You may not record, copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any part of our programs, except that you may access and display material and all other content displayed on this program during your scheduled program date.

## Know Before You Go

The rules for our park guests apply to all education guests. Please visit the [Central Park Zoo Know Before You Go](#) page for the most up to date information on what you can expect on your date of visit.

## Cancellations and Rescheduling

**All registrations are non-transferable and all programs are held rain or shine.**

### Summer Camp:

We accommodate schedule change requests until June 1, dependent on availability. Cancellations before June 1 will receive a full refund minus a \$60 administrative fee. Cancellations after June 1 will not receive a refund. All requests to reschedule or cancel camp must be made in writing to [cpzeducation@wcs.org](mailto:cpzeducation@wcs.org).

**Informal Programs:** Cancellations made more than 4 weeks in advance will receive a 100% refund (minus any administrative fees). Cancellations made between 2 and 4 weeks in advance will receive a 50% refund. Cancellations made within 2 weeks will not receive a refund. All requests to cancel programs must be made in writing to [cpzeducation@wcs.org](mailto:cpzeducation@wcs.org).

Requests to reschedule are subject to availability and will be subject to a 10% administrative fee. All requests to reschedule programs must be made in writing to [cpzeducation@wcs.org](mailto:cpzeducation@wcs.org).

### Birthday Parties:

There is no refund for cancellations made less than 4 weeks prior to the event date. Cancellations made before that time will receive a refund. Should you wish to reschedule, we require a minimum of 60 days notice to book a new event date and charge a \$100 service fee. Event dates are subject to availability. All cancellation and reschedule requests must be submitted in writing to [cpzbirthdayparties@wcs.org](mailto:cpzbirthdayparties@wcs.org).

**Inclement Weather Policy:** Parties are held rain, snow, or shine. Please encourage guests to dress appropriately for a day at the zoo. If, due to a snowstorm (3 or more inches of snow), hurricane, fire or flood 48 hours before your event, you feel you need to reschedule your party, the Central Park Zoo reserves the right to withhold your payment. In the event that the Zoo is officially closed, we will reschedule your party for a later date with no fee incurred.

**Dismissal:** If a participant is dismissed from the program due to behavioral issues, a refund will not be granted, and the participant will not be allowed to return to the program.

**Illness:** There are no make-up sessions or refunds due to illness.

**Gift Certificates:** Gift certificates are non-refundable, cannot be reissued if lost or stolen, and cannot be redeemed for cash.

*We reserve the right, at our discretion, to change, modify, add, or remove portions of these Terms & Agreement at any time by posting the amended Terms & Agreement.*