

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. 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.

Know Before You Go

The rules for our park guests apply to all education guests. Please visit the [Queens 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: All registrations are non-transferable and all programs are held rain or shine. We accommodate schedule change requests until May 31st by 11:59pm (unless the camp session runs in June, then cancellations have to be made 4 weeks in advance). Please note that schedule change requests are dependent on availability. Cancellations by May 31st by 11:59pm will receive a full refund of the camp session(s) and/or add-on item(s) purchased, minus a \$60 administrative processing fee per transaction (credit card processing fee is non-refundable). Cancellations requested starting June 1st will not receive a refund. All requests to reschedule or cancel camp must be made in writing to gzeducation@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 gzeducation@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 minus the 10% non-refundable deposit. 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. Your deposit will transfer; however, event dates are subject to availability. All cancellation and reschedule requests must be submitted in writing to gzbirthdayparties@wcs.org.

Inclement Weather Policy: Programs are held in all types of weather. Please dress for the weather on the day of your program. In the event that the Zoo/Aquarium is officially closed due to inclement weather or another emergency, 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.

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.