



Refund Guidelines

Please read the following information carefully.

Guided and Self-Guided Field Trip & 2 Hour Labs

For all programs a 25% **NON-REFUNDABLE** deposit is required within 10 days of making your reservation with the remaining balance due 4 weeks prior to your scheduled date.

Cancellations and/or Date Changes

- Cancellations without penalty**

The Heard Museum must receive a **written** cancellation notice 4 weeks prior to your field trip date.

Mailing Address: Attention: Central Reservations
 The Heard Museum & Wildlife Sanctuary
 1 Nature Place, McKinney, Texas 75069
 Fax: 972-548-9119

- Cancellation Refunds**

75% Refund	Written notification received at least 4 weeks prior to field trip date.
NO REFUND	Cancellations within 4 weeks of field trip date. Includes illness and inclement weather cancellations not made by the Heard Natural Science Museum.
NO REFUND	Written notification not received.

- Inclement Weather**

Please DO NOT assume your activity is cancelled. An inclement weather refund will not be issued to “no shows.” We hold programs rain or shine, and cancel only for heavy rain, thunder and lightning, or icy conditions. If we cancel, we will try to reschedule for another date that works for you. If we cannot schedule another time, a full refund will be issued. You will be contacted via the phone number provided on your Reservation Form and we will try to contact you as soon as possible. The Heard Museum closes when the McKinney Independent School District cancels and follows delayed openings. Your field trip will be considered cancelled by us under these conditions.

- Illness**

If the School Administration cancels due to illness, every effort will be made to reschedule your field trip. However if no available date can be found, **NO REFUND** will be given.

Scouting: Merit and Badge Workshops & Guided and Self-Guided Trails

- Full payment is required at time of reservation for all scouting activities.
- If you are unable to come on your originally scheduled date, every effort will be made to reschedule your scouting activity. However if no available date can be found, **NO REFUND** will be given.
- If The Heard Museum cancels or reschedules an activity and no alternative date can be found that meets your schedule, a full refund will be given.
- In the case of Inclement Weather, DO NOT assume your activity is cancelled.** A refund will not be issued to “no shows.” We hold programs rain or shine, and cancel only for heavy rain, thunder and lightning, or icy conditions. If we cancel, we will try to reschedule for another date that works for you. If we cannot schedule another time, a full refund will be issued. You will be contacted as soon as possible via the phone number provided on your Reservation Form.

Home School and Preschool Classes & Summer Camp

- Full payment or down payment for payment plan is due at time of registration for all classes and camps.
- Cancellations made on our before the refund deadline are eligible for a 50% refund. Tuition is **NON-REFUNDABLE** after that date.

Home School & Preschool Classes	Fall Semester refund date: September 1 Spring Semester refund date: January 1
Summer Camp	Refund date: May 1

- In the case that The Heard Museum moves or reschedules a class or camp and no alternative date can be found that meets your schedule a full refund will be given.

Night Hikes

- Due to the popularity of the Night Hikes, full payment is due at time of reservation with **NO REFUND**.
- If you are unable to attend your originally scheduled Night Hike, every effort will be made to move you to another available date. However if no available date can be found, **NO REFUND** will be given.