

REFUND POLICIES / TERMS AND CONDITIONS FOR REEVES-REED ARBORETUM

Please note that refund policies differ among events, programs, and festivals. Please refer to the details below for specific policies.

ADULT & CHILDREN'S EDUCATION: Refunds will not be provided. A credit will be issued for use towards any future adult or children's education program, provided you give notice of your cancellation 48 hours prior to the scheduled program. The credit must be used within the calendar year. Cancellations made less than 48 hours in advance cannot be credited.

ADULT TRIPS: If your spot can be filled by another registrant you will receive a refund less a 20% administrative fee.

EVENT RENTALS and CHILDREN'S BIRTHDAY PARTIES: Cancellation and refund policies for the rental of space for a special event or children's birthday party at Reeves-Reed Arboretum is provided in the specific rental contract.

GARDEN TOURS: Provided you give notice of your cancellation 48 hours in advance of the tour, you can reschedule your tour for a future available date within the calendar year. You will forfeit your \$25 deposit if your cancellation is made with less than 48 hours' notice, you fail to show up for your scheduled tour, or do not reschedule within the calendar year.

OUTSIDE VENDORS: Some classes/workshops/events are held onsite but are conducted by an outside vendor. The vendor will provide their refund policy in the program description.

PHOTOGRAPHY PERMITS: Permits are non-refundable but can be rescheduled for a future date within 12 months of the original permit date.

SECRET TEA ROOM: Provided you give notice of your cancellation 48 hours prior to the reservation, you can reschedule for a future available date or receive a refund less the 20% administrative fee.

SUMMER CAMP: Any registration that is canceled 30 days prior to the start date of camp will be refunded less a \$50 administrative fee. We cannot provide a refund for any cancellations made within 30 days of the camp start date.

REFUNDS ARE NOT OFFERED FOR: ART in the Garden (tickets, advertisements, auction item purchases), Concerts, Performances, PUB/Tasting Events (beer, wine, spirits), Seasonal Festivals (Maple Sugaring Fest, Daffodil Day, Celebrate Fall, Oktoberfest, Festival of Trees).

A FULL REFUND will be given if the Arboretum needs cancel or reschedule a program due to inadequate enrollment, instructor illness, or inclement weather. We will make every reasonable attempt to notify you if a program is cancelled.