

## **White Memorial's Cancellation and Refund Policy for Public Education Programs:**

Public education programs are defined as those in which customers register and purchase tickets as individuals. Public education programs are listed on White Memorial's Calendar of Events.

Please notify White Memorial of all cancellations as soon as possible so that those "spots" can potentially be opened for other customers. Email [info@whitememorialcc.org](mailto:info@whitememorialcc.org) or call 860-567-0857 to report cancellations.

When a single education program costs under \$10 per ticket, payments are non-refundable at any point.

For programs (exclusive of Discovery and Exploration Camp) that cost over \$10 per ticket, refunds will be issued **upon request by the customer** if the request is made at least 48 hours in advance of the program. Any refund requests made within 48 hours, or anytime after the program, will not be granted. A \$20 administrative fee (per ticket) will be retained by White Memorial for any tickets costing \$40 or more. Please email [info@whitememorialcc.org](mailto:info@whitememorialcc.org) or call 860-567-0857 to request a refund.

For Discovery Camp and Exploration Camp, refunds will be issued (minus a \$20 administrative fee per child) if a cancellation is made at least two weeks prior to the first day of the camp your child is enrolled in. Refunds will not be issued for any cancellations made less than two weeks from that first day.

If White Memorial needs to cancel a program for any reason, refunds will automatically be issued to all customers. However, please email [info@whitememorialcc.org](mailto:info@whitememorialcc.org) or call 860-567-0857 if you would like your payment to be retained as a donation to White Memorial. We would be very appreciative!

Thank you.