



**SANTA CRUZ MUSEUM**  
of natural history

## Program & Event Policies

### Registration

- Advanced registration is encouraged to reserve your spot. Payment is due with registration and may be paid online, over the phone, or in person at the Museum.
- Participants under 18 must be accompanied by an adult. If an adult plans to participate with a youth, they must purchase two tickets.
- All material fees are included in the program's tuition unless otherwise specified. Material lists are available, when applicable.
- Reserved seats and supplies will only be provided to ticket holders.

### Waitlists

- If a program sells out, we offer a waitlist. If a spot opens up we will try to fill the spot with participants on the waitlist. Participants have 24 hours to register for the program after being contacted before we open it up to the next person on the waitlist.

### Cancellation Policy

- Programs run rain or shine and are only canceled/rescheduled due to extreme weather conditions. In the event that the Museum cancels a program, participants will receive a full refund.
- Participant cancellations made less than 4 days prior to the program date will not be entitled to a refund.
- Registration fees are not prorated for missed time.
- If you do not attend any portion of a program or series, your registration fee is forfeited. There are no make-up programs for participants who miss a regular program within a series or a session.

### Other

- If you are running late to a program, please let the program leader know.
- Any projects that were created during a program at the Museum must be picked up at the front desk within 72 hours of the program.