



Payment Procedures

Thank you for choosing The Heard Natural Science Museum & Wildlife Sanctuary!
Please use the following procedures to ensure a wonderful visit.

Please read the following information carefully.

Payment Procedure

- **Pre-payment** is required for all reservations.
- Minimum group size of 20 participants required to be eligible for group rate.
- Fees are non-refundable except in cases of inclement weather (*see below*).

Confirmation

- **Reservations made 6+ weeks in advance of your field trip date**
A 25% NON-REFUNDABLE deposit is due within 10 days of making your reservation. You will be faxed a Confirmation Letter/Invoice within 3 to 5 business days.
- **Reservations made less than 4 weeks prior to your field trip date**
FULL PAYMENT is due at time of reservation. A Confirmation Letter/Invoice will be faxed to you within 1-3 business days.

Changing the Number of Students/Adults on Your Reservation

- You have up to 4 weeks prior to your field trip date to call and final make modifications to your invoice. Please call Central Reservations/Education at 972-562-5566 x 237. Any additional participants after that time cannot be guaranteed a guided tour. Please let us know of any changes as soon as possible.
- **Refunds or Credits will not be granted for having fewer participants on the day of your field trip than what is represented on the invoice.**
- Additional participants must pay the applicable program fees at Check-In on the day of your field trip.

Cancellations and/or Date Changes

• 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.

• 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 Fees

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.