

Museum Tour Refund Policy

We strive to provide an exceptional experience for all our visitors. Please review our refund policy below regarding ticket purchases and tour bookings.

General Admission & Tour Tickets

- **Refunds:** All tickets are **non-refundable** once purchased, except under special circumstances (see below).
- **Rescheduling:** You may reschedule your tour up to **24 hours** before your scheduled time, subject to availability.
- **Late Arrivals:** Late arrivals may miss part of the tour. No refunds or partial credits will be issued.
- **No-shows:** Guests who do not show up for their scheduled tour will not be eligible for a refund or reschedule.

Cancellations by the Museum

- If the museum cancels a tour due to unforeseen circumstances (e.g., weather, maintenance, staffing), guests will be offered:
 - A full refund or
 - The option to reschedule the tour for another available time.

Group Bookings & Private Tours

- Cancellations made more than **7 days** in advance are eligible for a **full refund**.
- Cancellations made within **7 days** but more than **48 hours** in advance may receive a **50% refund**.
- No refunds will be issued for cancellations made less than **48 hours** before the tour.

How to Request a Refund or Reschedule

To request a refund or reschedule your tour, please contact us at:

ataylor1906@yahoo.com
205-251-9402

Include your **booking reference number** and reason for the request.