

Field Trip Payment and Cancellation Policies

Payment

Field Trip Workshops and/or other Enrichment Options, and Extra Adults

- Full payment is due 30 days before the scheduled date of your group's visit. If you schedule your field trip fewer than 30 days away, full payment is expected not more than 2 business days after receipt of your confirmation. If payment is not received 30 days prior to the scheduled date of your group visit, any registered field trip programs will be cancelled. If payment is not received 30 days prior to an April/May field trip visit any registered field trip programs and visit will be cancelled. Payments can be made via credit card or check.

Credit card payments can be made over the phone at 773-755-5179, Monday through Friday. Checks should be mailed to Peggy Notebaert Nature Museum, Attn: Registration Office, 2430 N. Cannon Drive, Chicago, Illinois 60614.

Paying with a Purchase Order?

- Purchase orders will be accepted from Chicago Public Schools.
- Purchase orders should be submitted at least 60 days in advance of the scheduled trip date.
- Full payment must be received by the Museum Registration Office 30 days in advance of the scheduled trip date to avoid cancellation of programs and/or visit.
- If the scheduled trip date is less than 60 days from time of registration, a purchase order payment will not be accepted.

Changing Field Trip Plans

In order for the Museum to properly plan for all interested student groups, a one-time change may be made to the following:

- Date and Time (Rescheduling visit)
- Enrichment Options

These changes can be made up to 30 days in advance of your field trip date, based upon availability.

- Any request to reschedule within 30 days of the field trip date will be considered a cancellation. To request a new date, a new request must be submitted.
- All changes must be requested via e-mail at fieldtrip@naturemuseum.org. Changes will NOT be accepted by phone.

Cancellation

- All cancellations must be submitted in writing to: cancel@naturemuseum.org.
- To receive a 100% refund, cancellations must be submitted at least 30 days prior to your scheduled visit.
- A 50% refund will be issued to cancellations received between 29 and 14 days prior to the scheduled visit.
- No refund will be issued for cancellations less than 14 days before the scheduled visit.
- Refunds will not be given for programs cancelled or a group's late arrival.
- If your group is unable to travel to the Museum due to extreme weather conditions, please call us at 773-755-5179 as soon as possible. We will make every effort to reschedule your visit, based on availability.