

Scout Policies & Procedures

Cancellations

Patrons who provide a written notice of cancellation to [Group Sales](#) on or before 3 weeks (21 days) prior to the program date will receive a full refund. No refund will be issued after this date. Program and date changes must be made at least 3 weeks (21 days) prior to the program date and are subject to availability.

The Houston Zoo reserves the right to cancel any program due to minimum enrollment, inclement weather or unforeseen circumstances, in which case a full refund will be issued. Cancellations are official upon receipt of confirmation from the Houston Zoo. The Houston Zoo charges a \$30 fee for all returned checks.

Additional Information

Workshops are for scouts and their adult leaders or chaperones. Tagalongs and siblings are not permitted to the program. All badge programs are limited to a maximum of 45 participants (including adults). For the 6 hour merit badge programs a 30 minute meal break will be given. Scouts should bring a sack lunch.