

Sci-Quest Hands-On Science Center
Refund and Privacy Policy
10/2/2012
Privacy & Communication:

As a service to our customers, Sci-Quest offers online registration and online membership purchase. We take great measures to protect your sensitive information.

Information Security – all data entered on our website is secured with a SSL certificate. (Domain control validation, strong 256-bit encryption, 2048-bit root)

Customer/Member Account – when you purchase programs online, an account will be created for you. Our staff administers registration, membership and other business programs and may access your account information. Your personal information is password protected.

Email Communication – we may communicate with you via email in several ways. When you purchase a membership, make a donation, or register for a class, camp or event, you will receive a confirmation by email. We also occasionally send electronic newsletters via email. You have the option to “opt out” of this type of communication. Your personal information will never be provided to outside sources. This includes email address, address, telephone, etc.

Program Registration & Cancellation:

- Participants must be pre-registered for all programs. Registration on the day of the program may be allowed only if space and supplies are available.
- No refunds will be given to participants who do not attend their scheduled program without prior notice as outlined below.
- All cancellations must be received 2 weeks in advance for camps and 2 business days in advance for single day programs to receive a refund, less a 20% administrative fee per camp/class. Single programs include single day public programs, Home School Science, Sprouting Scientists, Parents’ Night Out and Camp Care. A customer may choose to receive credit for a future class instead of a refund.
- Cancellations less than 2 weeks of a scheduled camp will be provided credit for a future program
- Cancellations less than 2 business days for any registered program will not receive a refund or future credit.
- Sci-Quest reserves the right to cancel any program if a minimum number of participants are not registered. If this happens, another class option or 100% of registration fees will be refunded.

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Birthday Party Cancellation:

- A scheduled birthday party may be cancelled at any time. Deposits on Birthday parties are non-refundable.

Membership & Cancellation:

Memberships are not refundable.

Product Exchange & Refund:

In order to receive a full refund for a product purchased, you must provide the receipt and full product packaging and contents within 30 days of purchase. Should you not have a receipt, in-store credit will be provided.

Group Reservation Cancellation & Refund:

Groups may pay for a visit either by check, money order, cash or credit card. Schools may provide a completed purchase order in lieu of the deposit. A 50% deposit is required two weeks prior to the scheduled visit date. The remaining 50% may be paid on or before the day of the scheduled visit. Group numbers must be confirmed 2 business days prior to the visit. Changes in the planned number may result in a charge for supplies.

A written cancellation must be received by Sci-Quest to cancel your reservations. An email to reservations@sci-quest.org is sufficient but not considered official until you have received a response either by return email or by phone. Sci-Quest will make every attempt to reschedule your visit in the event of unforeseen circumstances.

- There is no cancellation fee if you notify us in writing 14 days before the scheduled visit.
- There is a 50% fee if cancelled within 14 days of the visit.
- There is no cancellation fee if rescheduled within 3 months of the original date with proper notification.

Outreach Reservation Cancellation & Refund:

A written cancellation must be received by Sci-Quest to cancel your reservations. An email to education@sci-quest.org is sufficient but not considered official until you have received a response either by return email or by phone. Sci-Quest will make every attempt to reschedule your visit in the event of unforeseen circumstances.

- There is no cancellation fee if you notify us in writing 14 days before the scheduled visit.
- There is a 50% fee if cancelled within 14 days of the visit.

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10/2/2012

- There is no cancellation fee if rescheduled within 3 months of the original date with proper notification.

Facility Rental Cancellation & Refund:

Facility Rentals may pay for the rental either by check, money order, cash, credit card, or completed purchase order. A 50% deposit is required at the time the reservation is made. The remaining 50% may be paid on or before the day of the scheduled visit.

A written cancellation must be received by Sci-Quest to cancel your reservations. An email to mevans@sci-quest.org is sufficient but not considered official until you have received a response either by return email or by phone. Sci-Quest will make every attempt to reschedule your visit in the event of unforeseen circumstances.

- There is no cancellation fee if you notify us in writing 14 days before the scheduled visit.
- There is a 50% fee, less a 20% administrative fee if cancelled within 14 days of the visit.
- There is no cancellation fee if rescheduled within 3 months of the original date with proper notification.