

On-site Programs Terms & Conditions

You acknowledge the nature of a zoo/aquarium environment may entail certain risks of injury to the participants or damage to their belongings. Furthermore, you understand that an inherent risk of exposure to COVID-19 exists in any public place where people are present. By participating in this the program, you and your party may be exposed to, and increase your risk of contracting or spreading, COVID-19. You agree to accept these risks for yourself and your party and you participate in the program at your own risk. Neither WCS, its trustees, officers, agents and employees, nor the City of New York, will be responsible for any participant injury, loss or property damage.

Know Before You Go

The rules for our park guests apply to all education guests. Please visit the Know Before You Go page for the most up to date information on what you can expect on your date of visit:

- [Bronx Zoo Know Before You Go](#)
- [Central Park Zoo Know Before You Go](#)
- [New York Aquarium Know Before You Go](#)
- [Prospect Park Zoo Know Before You Go](#)
- [Queens Zoo Know Before You Go](#)

Mask Requirement

We require that all participants wear a mask or face covering while on park grounds. For Outdoor Adventures, masks are required the entire duration of your program. Younger siblings are not permitted in the program space. Please plan adult supervision accordingly. *Failure to comply may result in program cancellation, you may be asked to leave zoo grounds, and you may not be issued a refund.*

Our staff are also required to wear masks. For additional information regarding this policy or questions about accommodations, please visit the Know Before You Go Page linked above.

Be a Responsible Guest

1. Distance Responsibly! Please keep at least 6 feet between yourself and others.
2. If you are sick, or have possible symptoms, please stay home and take time to recover. We will work with you to reschedule your program.

Virtual Programs Terms & Conditions

Terms of Use

WCS Education respects the intellectual property of others and we ask users of our online services to do the same. *You may not record, copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any part of our programs, except that you may access and display material and all other content displayed on this program during your scheduled program date.*

Payment Policy

Payment Information

For Wildlife School Online and in-person field trips: Payment in full is due at least 4 weeks prior to your program date. If you book less than 4 weeks in advance of your program date, payment will be due immediately. Payment may be made by credit card, check, or Purchase Order. Our billing address is:

Wildlife Conservation Society
Attn: Education Department
2300 Southern Blvd.
Bronx, NY 10460

For Professional Development Programs, payment can be made by credit card at the time of registration. You may register and pay until the day prior to the course starts. If you wish to pay by check or Purchase Order, please contact teacherinfo@wcs.org.

For all other programs, payment is due at the time of booking.

Cancellations & Revisions

Cancellations: Cancellations made more than 2 weeks in advance will receive a 50% refund. There will be no refunds for cancellations made within 2 weeks of the scheduled program. *There will be no refunds for cancelled Scavenger Hunt Programs.*

Rescheduling: Rescheduling cannot be done less than two weeks prior to the program and a \$25 rescheduling fee will apply.

Title 1 Grant Funded Programs: Due to high demand, Title 1 funded programs cannot be rescheduled and must take place no later than February 28, 2021. If, due to unforeseen circumstances, your superintendent requires you to reschedule your program, be prepared to submit a letter from your administration explaining the situation. WCS Education cannot guarantee a rescheduled date. If there are unforeseen situations in which the WCS Education needs to cancel your program(s), we will reschedule with no penalties. A \$25 service charge will apply for each change made to the original reservation.

Requests to cancel or reschedule must be made in writing to bzeducation@wcs.org. If you have booked on on-site program, we are unable to make adjustments or revisions to your reservation once your tickets have been created.

We reserve the right, at our discretion, to change, modify, add, or remove portions of these Terms & Agreement at any time by posting the amended Terms & Agreement.