

# **Tours and Tickets Cancellation Policy**

## **Daily Programs Changes, Cancellations, and Refunds**

- To cancel or make changes to your previously purchased program, contact the Park directly where the program is taking place.
- A refund will be given to those cancellations that are made at least 24 hours in advance. The \$0.50 transaction fee per ticket is non-refundable.
- No refunds will be issued to those reservations that are cancelled less than 24 hours before the start of the program.
- Should the park need to cancel a program for weather or other unforeseen circumstance, you will be issued a full refund, including the \$0.50 transaction fee per ticket.

## **Killens Pond Water Park Ticket Changes**

The deadline to change the date or session time on the day of your scheduled session is:

- Session One – 11:29 a.m.
- Session Two – 3:59 p.m.

For any further changes, there will be a charge of \$1.50 per ticket.

## **Killens Pond Water Park Cancellations and Refunds**

Killens Pond Water Park Cancellations and Refunds:

- Cancellations that are made up until 11:29 a.m. for session one on the day of your scheduled session will incur a \$1.00 cancellation fee plus the transaction fee.
- Cancellations that are made after 3:59 p.m. for session two on the day of your scheduled session will not receive a refund.
- Should the waterpark close **prior to opening**, due to weather, or other unforeseen circumstance, you will be issued a full refund, including the \$0.50 transaction fee per ticket. If closure is after opening no refunds will be issued.

## **Fort Delaware Ferry Tours Cancellation**

- Individual Reservations:
  - Cancellations made 7 days or more prior to your trip date will incur a \$5 cancellation fee.
  - Cancellations made less than 7 days in advance will result in no refund.
  - Should a tour be closed due to weather or other unforeseen circumstance, you will be issued a full refund.
- Group Reservations:
  - Cancellations will only be accepted up to 2 weeks prior to the reservation and a \$25.00 administrative fee will be charged for the cancellation.
  - Cancellations made less than two weeks in advance will result in no refund.
  - Should a tour be closed due to weather or other unforeseen circumstance, you will be issued a full refund.