



## **Adult Education Refund Policy**

### **Cancellation by Participant**

If you need to cancel your registration for a class or talk, please notify us at least 72 hours before the start date of the class to receive a full refund. Cancellations made less than 72 hours before the class start date will receive a partial refund of 75% of the ticket price.

### **Cancellation by Memphis Botanic Garden**

In the rare event that we need to cancel a class due to unforeseen circumstances or low enrollment, participants will receive a full refund.

### **Refund Processing**

Refunds will be processed to the original method of payment within 5 business days of the cancellation request being approved. If there is a problem with returning the amount to your original form of payment, Memphis Botanic Garden will reach out to you. Please contact your bank if you do not see your refund reflected in your account within 30 days.

### **No-Shows**

Participants who do not show up for a class without prior notification will not be eligible for a refund. Participants are only allowed to make up missed classes with authorization from the instructor.

### **Transfers**

If you are unable to attend a class you've registered for, you may transfer your registration to another individual. Please notify us in advance with the name and contact information of the individual who will be attending in your place.

### **Contact Us**

If you have any questions or concerns regarding our refund policy, please don't hesitate to contact us at [carlee.zamora@membg.org](mailto:carlee.zamora@membg.org).