



MSV REFUND POLICIES

Group Tours:

Group tours must be paid in full ten days prior to the visit. There are no refunds for group tours or group lunches.

Membership

Memberships are non-refundable.

Programs and Special Events:

Programs are held rain, snow, or shine, unless notified otherwise.

Cancellations 5 days prior to the program or event date will be refunded, less 20% of the registration fee (\$5 minimum).

No refunds will be given for cancellations made 1 - 4 days prior to the program/event date.

Allow ten business days for refund processing.

Programs cancelled by the MSV due to low enrollment or inclement weather conditions will be refunded in full or given a full credit towards a future program to be used within the year.

Rentals:

For cancellations received at least 180 days or more prior to an event, the portion of the rental fee already paid will be refunded less a 30% administrative fee.

Allow ten business days for refund processing.

Cancellations made less than 180 days to the event will result in forfeiture of the entire rental fee paid to date.

Cancellations must be made in writing.

Store:

Returns or exchanges can be made within 30 days of purchase with the receipt. Sorry, no cash refunds.