

Field Trip and Outreach Payment and Cancellation Policy

Full payment for all field trips and outreach programs is due 14 days prior to your visit or program date. Payment is not refundable. Note that Great Lakes Science Center memberships may not be used during a field trip. Payment via credit card can be made over the phone by calling 216-621-2400.

Please make and send checks and purchase orders to:

Great Lakes Science Center

Attn: Reservations Department

601 Erieside Avenue

Cleveland, OH 44114

edhelp@glsc.org

Changes or Cancellations

Changes and cancellations to the number of guests or scheduled activities must be made no less than 14 days prior to your visit or program date. Failure to pay is NOT considered cancellation and you will be responsible for payment.

The Science Center strongly encourages advanced notice of a change in the number of guests, as some additions may not be possible the day of your visit. Any guests part of your group wishing to purchase admission the day of the visit must use one form of payment in order to receive group pricing. Field Trip rates are not available on individual transactions. Upon arrival, Great Lakes Science Center staff will confirm your actual guest total. In the event your school brings fewer guests than the number paid for, Great Lakes Science Center will issue a voucher to be used for a future field trip. Vouchers are issued for general admission only and are not available for DOME Theater or Mather Tickets.

Unused wristbands must be returned to Science Center staff before departure to receive voucher for a future field trip. Voucher information will be issued via email after your visit. Please allow a minimum of 10 business days for processing.