

Reservation, Payment and Cancellation Policy for ALL Field Trips and Workshops

Reservation and Payment Policy for ALL School & Pre-formed Youth Groups

- Due to limited space, program demands including staffing, and the time involved in securing a purchase order from a school or school district, school group reservations should be made a minimum of 30-days in advance.
- A purchase order (PO) or prepayment is required to guarantee the date of your Mission, Field Trip, or Summer Tour. The PO should be for the total cost of your program and must include the date of your visit. Fax PO to ACCOUNTING DEPT. at 623-322-3716 or mail to Challenger Space Center, Attn: Accounting Dept., 21170 N. 83rd Avenue, Peoria AZ 85382.
- Until a PO or prepayment is provided, Challenger Space Center may place your group's request on "tentative hold" and is in no way a guarantee of programs or space and Challenger reserves the right to book another group offering full payment during your group's tentative hold. Cancellation policies and program minimums/maximums apply. (see below)
- Upon receipt of a PO, Challenger will issue an invoice (with reference to your PO#) to your school or district office.
- If unable to issue a PO, contact Challenger Space Center Accounting Department at 623-322-2013 for pre-payment by credit card or other method.
- Without a PO, full payment must be made two weeks before your visit to ensure the group rate and space availability. If full payment is not received, your group will be removed from the schedule and the trip must be rescheduled.

Cancellation Policy for ALL School & Pre-formed Youth Groups

- You must notify us 14 days before your scheduled visit to receive a refund or credit towards another date.
- Payment in full is expected for the number reserved, even if the individuals do not attend.
- No-shows and cancellations within 14 days are subject to full payment and your PO will be invoiced accordingly.

Minimums and Maximums - School & Pre-formed Youth Groups

In order to insure that each member of your school group has a quality experience, Challenger Space Center has program minimums and maximums which must be adhered to for quality control. Field trips/workshops can be run simultaneously. Examples:

- The maximum number of youth for a Field trip/workshop is 30.
- Field trip/workshop groups exceeding maximums will be assessed an additional fee per student and per adult.
- Due to the nature of the program, the absolute maximum number to board each simulated space mission is 32.

Chaperones: 1 teacher plus 2 chaperones are included in the price of the program. General admission of \$8 will be charged for each additional chaperone.