

All requests for date changes and cancellations of the Group Event must be received by the Zoo’s Group Events Office in writing via email to groupevents@torontozoo.ca. Date change requests are subject to availability. Please refer to the chart below for complete details regarding the refund policy.

REQUEST		Tier 1: 1-75 Expected Guests		Tier 2: 76-299 Expected Guests		Tier 3: 300+ Expected Guests	
		Refund	Administration Fee	Refund	Administration Fee	Refund	Administration Fee
Cancellation – Group Event	Within 48 hours or day of no show	100% minus venue Rental fee	\$300	100% minus venue rental fee	\$500	100% minus venue rental fee	\$750
	Within 14 days	100% minus venue Rental fee	\$150	100% minus venue rental fee	\$250	100% minus venue rental fee	\$500
	Within 30 days	100% minus venue rental fee	\$75	100% minus venue rental fee	\$100	100% minus venue rental fee	\$250
	30+ days before Group Event	100%	\$50	100%	\$100	100%	\$150
Cancellation – Zoo Day	Within 48 hours or day of no show	100%	\$150	100%	\$250	100%	\$500
	Within 14 days	100%	\$100	100%	\$200	100%	\$250
	Within 30 days	100%	\$75	100%	\$100	100%	\$100
	30+ days before Zoo Day	100%	\$50	100%	\$50	100%	\$50
Cancellation – Birthday Party	Within 48 hours or day of no show	100% minus venue Rental fee	\$100	100% minus venue rental fee	\$500	100% minus venue rental fee	\$750
	Within 14 days	100% minus venue rental fee	\$50	100% minus venue rental fee	\$250	100% minus venue rental fee	\$500
	Within 30 days	100%	\$50	100% minus venue rental fee	\$100	100% minus venue rental fee	\$250
	30+ days before Birthday Party	100%	\$50	100%	\$100	100%	\$150
Date Change	Within 48 hours	\$200 administration fee					
	Within 14 days	\$150 administration fee					
	Within 30 days	\$100 administration fee					
	30+ days before Group Event	\$50 administration fee if tickets have been printed					

PLUS APPLICABLE TAXES