

## Policies and Procedures

### Deposit

- A 50% advance deposit of the total estimated cost is required at the time of the reservation or one week before your scheduled trip to ensure your reservation.
- This amount is applied to your total cost of your trip.
- You can make the deposit by cash, check, credit card or money order.
- Please make checks payable to: Flint RiverQuarium.
- Deposit may be paid at facility's box office during regular hours of operation or mailed to Flint RiverQuarium, 117 Pine Ave., Albany, GA 31701, Attention: Guest Services.

### Cancellation

- If a cancellation needs to be made, please call our Guest Services Manager immediately at 229-639-2650 ext. 191 or 877-GOFLINT.
- We are unable to provide refunds without at least a one week notice.
- Programs are held rain or shine. Weather and time of year will not affect your experience.

### Behavior

- Students are expected to comply with all Flint RiverQuarium rules and regulations.
- Food, gum and drinks are prohibited in exhibit halls.
- To avoid injury, running is prohibited inside our facilities.
- To prevent animals from becoming sick, please do not put hands, trash, food, etc. in the tanks or exhibits.
- For your safety, touching animals is prohibited unless instructed by Flint RiverQuarium staff.
- Since animals can be sensitive to noises, please do not tap on glass.
- School representatives should accompany students at all times and are responsible for controlling student behavior.
- Students and chaperones are expected to follow the directions given by Flint RiverQuarium staff and volunteers.
- Please leave book bags on the bus as they are prohibited in the Flint RiverQuarium.

If the above behavior guidelines and others set forth by Flint RiverQuarium staff and volunteers are not followed, this could be grounds for removal of individuals from the facility without a refund.

**PLEASE ARRIVE PROMPTLY AT YOUR SCHEDULED RESERVATION TIME**

*For Reservations please submit the On-line Reservation form or call the Guest Services Manager at 229-639-2650 ext. 191 or 877-GOFLINT.*