

Tours and Tickets Cancellation Policy

Daily Programs Changes, Cancellations, and Refunds

- To cancel or make changes to your previously purchased program, contact the Park directly where the program is taking place.
- A refund will be given to those cancellations that are made at least 24 hours in advance. The \$0.50 transaction fee per ticket is non-refundable.
- No refunds will be issued to those reservations that are cancelled less than 24 hours before the start of the program.
- Should the park need to cancel a program for weather or other unforeseen circumstance, you will be issued a full refund, including the \$0.50 transaction fee per ticket.

Killens Pond Water Park Ticket Changes

The deadline to change the date or session time on the day of your scheduled session is:

- Session One – 11:29 a.m.
- Session Two – 3:59 p.m.

For any further changes, there will be a charge of \$1.50 per ticket.

Killens Pond Water Park Cancellations and Refunds

- Cancellations that are made up until 11:29 a.m. for session one on the day of your scheduled session will incur a \$1.00 cancellation fee plus the transaction fee.
- Cancellations that are made after 3:59 p.m. for session two on the day of your scheduled session will not receive a refund.
- **Should the waterpark close prior to opening, due to weather, or other unforeseen circumstance, you will be issued a full refund, including the \$0.50 transaction fee per ticket. If closure is after opening no refunds will be issued.**

Fort Delaware Ferry Tours Cancellation

- Individual Reservations:
 - Cancellations made 7 days or more prior to your trip date will incur a \$5 cancellation fee.
 - Cancellations made less than 7 days in advance will result in no refund.
 - Should a tour be closed due to weather or other unforeseen circumstance, you will be issued a full refund.
- Group Reservations:
 - Cancellations will only be accepted up to 2 weeks prior to the reservation and a \$25.00 administrative fee will be charged for the cancellation.
 - Cancellations made less than two weeks in advance will result in no refund.
 - Should a tour be closed due to weather or other unforeseen circumstance, you will be issued a full refund.

Wagon Ride Cancellation Policy

- If you need to cancel, we must receive 14 days notice in order to receive a credit to your point of purchase. A \$15 administrative fee will be charged for cancellations. If we need to cancel due to rain or hazardous conditions, we will give you a credit refund or reschedule you for the rain-date. If the forecast calls for rain, please call the Park Office regarding the status of your wagon ride. We reserve the right to cancel due to rain or unsafe trail conditions.