



Refund Policy

1. The Greensboro Children's Museum does not issue refunds for admissions. The only exception to this refund policy is a Museum closure. In the event of a Museum closure, you will have the option to exchange your admission for a later date or receive a full refund.
2. If for some reason you are unable to visit GCM at your scheduled time, your tickets can be transferred to a future date, not to exceed 30 days. You must contact the Visitor Services Director at members@gcmuseum.com or by phone at 336.574.2898 ext. 308 to reschedule your admission date and time.
3. Memberships are non-refundable.
4. Birthday parties are refundable less the \$50 non-refundable deposit (plus tax).
5. Programs and classes are fully refundable up to 7 days prior to the scheduled class. Cancellations made within the 7-day time frame will result in a refund of 50% of the original camp cost. **No refund will be given for cancellations made on the day of the class.**
6. Summer camps are refundable up to 14 days prior to the first day of camp less a \$15 processing fee. Cancellations or transfers made within the 14-day time frame will result in a refund of 50% of the original camp cost. No refund will be given for cancellations made on or after the first day of camp, for severe behavior, or if a camper is removed from the roster due to a falsification of the camper's birthdate during registration.
7. All gift shop sales are final.

Please note: The Greensboro Children's Museum reserves the right to refuse or revoke admission for guests who do not abide by our current [health policy](#) and [admission procedures](#).