

Cancellation and Rescheduling Policy

So that we may effectively manage our schedule and offer programs to anyone, we ask for at least 2 weeks' notice before cancelling or rescheduling a program. To cancel or reschedule a visit, please contact Jennifer Castellanos at 312-655-1234 ext 29 or jcastellanos@hellenicmuseum.org. We will confirm any schedule changes in writing.

If a school reschedules or cancels without adequate notice, the following fees may apply:

Rescheduling within 2 weeks of visit	\$25.00 processing fee
Cancellation within 2 weeks of visit	\$50.00 processing fee
Rescheduling or cancellation with less than 24 hours' notice	School will receive an invoice for the total cost of the program
30 minutes after start time, the school has not arrived and the contact person cannot be reached	NHM will cancel the program and the school will receive an invoice for the total cost of the program
60 minutes after start time, the school has not arrived	NHM will cancel the program and the school will receive an invoice for the total cost of the program

Please inform the museum of a change in group size so that we may schedule the appropriate number of docents. The school will be refunded or charged as appropriate. Please bring the number of chaperones appropriate for the group's size.

Schools will only be charged for the amount of students who arrive on the day of the program. However, schools cannot be refunded for the difference if paying with a check. Schools that bring more students without notice will be charged the agreed upon rate per student. If the school brings more students than we can accommodate for a school program, they will be charged the agreed upon total cost of their program and provided a self-guided tour.