

## Cancellation and Refund Policy

We will refund the amount paid for the reservation (minus processor fees) in accordance with the following table:

| Refund (minus processor fees) | Notice Must Be Received           |                               |
|-------------------------------|-----------------------------------|-------------------------------|
|                               | Admission Reservations            | Exclusive Use Reservations    |
| 100%                          | 3 or more days prior to date      | 30 or more days prior to date |
| 50%                           | 1 to 3 days prior to date         | 14 to 30 days prior to date   |
| 20%                           | 2 hours to 24 hours prior to date |                               |
| No Refund                     | Less than 2 hours prior to date   |                               |

Notice can be given by email ([info@glcm.org](mailto:info@glcm.org)) or by voice mail message (231 932-4526). The date/time stamp for either the email or voice mail will be used to calculate the refund percentage.

Mitigating circumstances (such as a positive Covid test) will be considered and can alter the amount of the refund. If you feel you have mitigating circumstances, include those in your email/voice mail notice. If verification or clarification is needed we will contact you by whatever contact method we have on file from your reservation.

If the Health Department directs the Museum to shut-down in response to Covid risks, we will refund 100% (minus processor fees) of any reservations which will be directly impacted by the shut-down.