



Bata Shoe Museum Refund and Cancellation Policy

We at The Bata Shoe Museum (BSM) understand that plans can change unexpectedly. To ensure clarity and fairness, we have established the following refund and cancellation policy:

Cancellation by Participants:

- Participants may cancel their reservation for a museum tour. However, in order to ensure our education guides have ample notice and the museum does not incur any fees due to the absence, to qualify for a refund, cancellations and rescheduling must happen at least 3 business days prior to the scheduled tour date.
- If you need to cancel and have booked a workshop or an event, we need to be notified 5 business days in advance in order to provide a refund.

Refund Eligibility:

- If a tour cancellation request is received at least 3 business days before the tour date, the group will be eligible for a refund of the tour fee, minus the \$50 non-refundable deposit.
- Cancellation requests made less than 3 business days before the tour date will not be eligible for a refund.
- If a workshop or event cancellation request is received at least 5 business days before the date of the workshop or event, the participant will be eligible for a full refund of the workshop or event fee.

Payment By Cheque:

- If you pay by cheque in full in advance and end up cancelling within the allotted time, we can only offer a rescheduled date, we are not able to provide a refund for payment by cheque.

Requesting a Refund:

- Tour refund requests must be submitted by email to tours@batashoemuseum.ca or by phone at 416-979-7799 x234 at least 3 business days prior to the scheduled tour. You must include the participant's name, tour date, and booking reference number in the refund request.
- Workshop and event refund requests must be submitted by email to shan@batashoemuseum.ca or by phone at 416-979-7799 x242 at least 5 business days prior to the scheduled workshop or event. You must include your name, workshop/event date, and booking reference number (if applicable) in the refund request.

Refund Processing:

- Refunds will be processed using the original method of payment within 7-10 business days of confirming the cancellation request.

Cancelled or Rescheduled Tours/Workshops/Events by the Museum:

- In rare instances, the BSM may need to cancel or reschedule due to unforeseen circumstances (e.g., inclement weather, staff availability, etc.). If this occurs, every effort will be made to notify participants in advance.
- Participants will have the option to reschedule their tour/workshop/event for another available date or receive a full refund.

No-Shows:

- Participants who do not show up without prior notice will not be eligible for a refund.

Policy Acknowledgement:

- By booking a museum educational tour, event, or workshop participants acknowledge and agree to abide by this refund and cancellation policy. This policy ensures that we can effectively manage our tour schedule and provide a positive experience for all participants. If you have any questions or need further clarification, please don't hesitate to contact us. We look forward to welcoming you to the BSM!

Effective Date: Retroactive to bookings made after August 1st 2024

Note: This policy is subject to change without prior notice. Please refer to our website or contact us directly for the most current information regarding refunds and cancellations.