



## Change a child's life as they discover the power of learning through play.

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### Refund & Exchange Policies

The following policies are in effect for all purchases made from Please Touch Museum (PTM).

**Admission Tickets:** Refunds on admission tickets cannot be made once the transaction is completed. Most tickets are transferable, subject to PTM policy. In the event of an emergency closing by the Museum, the ticket purchaser will have the option of an exchange. Replacement tickets will not be issued for any ticket that has been damaged, lost, stolen or destroyed.

**For Birthday Parties:** No refunds

**For Building/Event Rental:** Please see the refund and cancellation policy on the event contract.

**For Donations:** No refunds.

**For Group Visits:** No refunds.

**For Gift Cards:** No refunds. Gift cards are non-transferable and are not redeemable for cash, except as required by law. Lost, stolen or damaged gift cards will not be replaced by PTM. Gift cards have no expiration date.

**For Memberships:** No refunds.

**For Ticketed Programs:** Tickets sold are nonrefundable, but most tickets are transferable, subject to Museum policy. If your tickets were delivered via PDF, you may transfer tickets to another attendee by forwarding the ticket electronically or providing them with a printed copy of the ticket. Tickets may only be used once, so please exercise caution when sharing PDF tickets. Please Touch Museum is not responsible for the mishandling of e-tickets that result in an attendee being unable to check in for a ticketed program.

*Tickets may not be resold or traded for more than the face value of the ticket; Please Touch Museum reserves the right to revoke or refuse to honor tickets that have been resold for more than their face value.*