



Ticket Refund Policies

At Storybook Land, we strive to create a positive experience for all our guests. If a refund is requested, please consider the following points before making a refund request:

- All discounts and coupons MUST be presented at the time of purchase. Refunds for guests who mistakenly purchase a ticket for a child less than two years of age (24 months), for Senior Citizens charged the regular admission at the front gate, for families who did not receive a military discount, or for families who claim to have been overcharged, et al., must be done in person the same day as the park visit. In these cases, the guest in question must present their Front Gate receipt or online confirmation to Guest Services in order for refunds to be processed. **We cannot issue a refund for these circumstances after the guest leaves park property.**
- If the park closes before scheduled closing time OR prior to the end of the season (December 30) due to inclement weather or extenuating circumstances, refunds or distribution of replacement tickets will be handled on a case-by-case, day-by-day basis. Weather events vary, and each operating day is unique. Decisions regarding refunds or replacement tickets are made based on (but not limited to) severity of the type of weather event, length of weather event, length of attraction closures, and/or park attendance.
- **We cannot issue refunds for anyone who has spent time at the park for less than one hour.**
- Refunds will not be issued to a guest who claims they did not receive tickets and/or Season Passes purchased online. If a guest does not receive an order but credit cards have been charged, the guest must contact Guest Services for a reissue of their e-mail containing their tickets and or Season Passes. Any guest that does not contact Guest Services regarding this issue prior to requesting a refund will not be refunded.

- Refunds will not be given due to extreme park attendance.
- Refunds will not be given regardless of the amount of rides or attractions a guest (child or adult) has participated in while on park property.
- Refunds will not be given if a guest is ejected due to violating Storybook Land's rules and code of conduct as outlined in the park map and brochure and online at www.storybookland.com, or if a guest disregards park employee instruction and directions regarding their safety and/or the safety of others.
- Refunds and/or discounts will not be given due to the closure, refurbishment, or mechanical breakdown of any ride or non-ride attraction.
- Refunds will not be issued for Season Pass holders who did not 1.) Activate their passes within an operating season (Opening Day thru December 30th) 2.) did not visit Storybook Land after Pass activation 3.) did not use Passes due to (but not limited to) illness, pregnancy, and other circumstances. Passes NOT activated may be transferred to another individual, however once a pass is activated and photos are taken the Pass may not be used by any other individual.