

Omaha Children's Museum's Privacy Policy

Security remains the primary concern of online consumers. All of the information you provide us, including name, address, e-mail address, and credit card information, is transmitted from this page securely to encrypt data during transmission for your protection and peace of mind. Omaha Children's Museum does not sell its lists.

Omaha Children's Museum Return and Refund Policies

Museum Store merchandise

Merchandise may be returned up to 30 days of the original date of purchase. Product must be unopened and must be accompanied by the original receipt.

Gift Certificates

Gift certificates are valid one year from date of purchase. Gift certificates purchased specifically for memberships can be used for store merchandise or museum admission, but may not be returned for cash.

Class Registration/Camps/Workshops

Refunds are given on class registration only if space can be filled by someone on a waiting list or if a class is cancelled due to insufficient enrollment. Call the museum's Group Sales Coordinator at (402) 342-6164 ext. 424.

Event Tickets/Registration

Sales of event tickets/registrations are final. No refunds or exchanges on advanced ticket sales will be granted. Dated tickets may be used only on the date stated on the ticket.

Memberships

Memberships are non-refundable and non-transferable. Email membership@ocm.org or call (402) 342-6164 x.423 with questions.

Field Trips/Group Visits

If you choose to adjust your original booking and bring more or less people than originally stated, the museum must be contacted **at least two weeks prior** to trip date to make the change. The museum will charge admission for the number of people specified in your group's reservation. No refunds will be provided for guests who do not attend, but were accounted for in the reservation. If the number of guests exceeds the reservation, full admission price will be charged for the additional guests.

Trip cancellations must be made **at least two weeks in advance** of the scheduled visit. Cancelled trips without two weeks notice will be charged a \$25 cancellation fee. Groups who do not pay their cancellation fee may not book again until this fee is paid. Contact the Group Sales Coordinator for all Field Trip/Group Visit questions, (402) 342-6164 x. 424 or groups@ocm.org.