

NEBG EDUCATION PROGRAM CANCELLATION POLICY

Education Programs and Workshop Policies

Unless otherwise noted, all education programs include materials, tools, and admission to the Garden. Some programs may have additional fees or different cancellation policies. Please refer to the program registration page for full details.

All education programs are held rain or shine unless otherwise noted.

Registration Confirmation

- When you register for a program online, you will receive an email confirmation with a barcode confirming your participation. It is required that you print this email or have it accessible on your mobile device and bring it with you on the day of the program. You will need the barcode and confirmation to check in at Visitor Services.
- Please ensure that your email address and phone number are accurate at the time of registration and that emails from @nebg.org are not filtered into your spam folder. To update your profile, log in via the online registration system here: [NEBG Account Portal](#).
- If you do not receive an email confirmation within 24 hours, please check your spam or junk folder for an email from "@nebg.org" or "@versai". If you still have not received your confirmation, contact the Registrar at registrar@nebg.org or call (508) 869-6111 x174.
- A list of our current programs can be found here: [NEBG Program and Workshop Calendar](#).

Cancellations by NEBG:

- If New England Botanic Garden at Tower Hill cancels or reschedules a class due to low enrollment, inclement weather, instructor illness, or other extenuating circumstances, you will be notified by **email**.
- Every attempt will be made to reschedule the program, or you will receive a full refund.
- If a class is rescheduled, your registration will automatically be transferred to the new date. If you are unable to attend, contact the Registrar at registrar@nebg.org or call (508) 869-6111 x174 for a full refund.
- If NEBG cancels the program altogether, all participants will receive a full refund.

Weather Cancellations:

- Program cancellations due to inclement weather conditions will be emailed at minimum 2 hours before the program start time. Every attempt will be made to reschedule the program, or you will receive a full refund.

Refunds for Participant Cancellations:

- If you need to cancel your registration, notify the Registrar at registrar@nebg.org or call (508) 869-6111 x174.
- For cancellations made ten (10) or more business days before the program start date, a full refund will be issued, minus a \$10 processing fee. Refund requests must be submitted by email or phone and timestamped by 5 PM at least ten (10) business days before the program start date to be eligible for a refund.
- Cancellations made fewer than ten (10) business days prior to the program start date are non-refundable, and no credits will be issued. However, you may have someone attend in your place. Please provide written notice via email to the Registrar at registrar@nebg.org.
- Program transfers and substitutions are considered cancellations and will incur a \$10 service fee per request.
- No fees will be charged for cancellations or transfers of free programs.

Our programs and events are popular and often sell out. If you need to cancel, please provide us with as much advance notice as possible to give us the opportunity to fill your spot.

Questions? Contact us!

For further information, please contact us using the email addresses and phone numbers listed below.

General education program questions, registrations, transfers or cancellations.	Registrar	registrar@nebg.org	(508) 869-6111 x174
Account login issues, member ID numbers, Garden information, Night Lights registrations.	Information Desk	visit@nebg.org	(508) 869-6111
Night Lights' registrations	Information Desk	visit@nebg.org	(508) 869 6745
Adult programs, instructors, lectures, talks, symposia and conferences.	Manager of Adult Education	adulthoodeducation@nebg.org	(508) 869-6111 x149
Youth and family programs, birthday parties, school vacation days.	Manager of Youth Education	youtheducation@nebg.org	(508) 869-6111 x132
Plant shows, special ticketed events, summer and music evenings.	Public Events Coordinator	publicevents@nebg.org	(508) 869-6111 x191
Membership and member ID numbers.	Membership Coordinator	membership@nebg.org	(508) 869-6111 x171

View our [Special Events refund policy](#).