



Refund & Exchange Policies

The following policies are in effect for all purchases made from Children's Museum of Pittsburgh:

Admission Tickets: Refunds on admission tickets cannot be made once the purchase is made. Most tickets are transferable, subject to Children's Museum policy. For online sales, to transfer a ticket to an attendee not listed during the purchase, please contact the Museum at (412) 322-5058, ext. 200. Tickets purchased in advance of a visit may be exchanged for a future date, provided the request is made at least 24 hours in advance of the original valid date and tickets for the requested exchange date are available. In the event of an emergency closing by the Museum, the ticket purchaser will have the option of an exchange or refund. Refunds in this case cannot exceed the face value of the ticket and requests for a refund or exchange must be made by electronic or US mail within five days of the originally scheduled ticket entry date. 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 cards may be replaced at Museum's election, if at all, only with card purchase receipt and card number and then only for the card's remaining value. Gift cards have no expiration date.

For Education classes and camps: Tuition for a class or camp is refundable, minus a \$10 processing fee, if cancellation is received up to 21 days in advance of the start of the class or camp. No refunds will be granted after that time.

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. The Children's 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; the Children's Museum reserves the right to revoke or refuse to honor tickets that have been resold for more than their face value.