



Effective 3/1/23, the following policies apply to ALL Mote Overnight/Sleepover Programs.

Cancellation Policy

If you provide notice of cancellation in writing 15 days or more before the date of your scheduled Sea Snooze, we will credit your deposit and you may use it toward a future Sea Snooze reservation. Once final payment is made (14 days prior to your program), there are no refunds or credits unless Mote cancels your event.

Mote reserves the right to update or modify any program elements as necessary. Modification of a program element by Mote does not constitute grounds for a refund. If your group or individual participants are late and unable to participate in all scheduled activities OR are asked to leave due to behavioral issues and/or not abiding by the rules, a refund, in full or partial, will NOT be granted. Refunds will not be given for any unused portion of your order (i.e. a participant is unable to attend last minute due to sickness or other reasons).

In the event Mote has to cancel your program, we will notify you by email as soon as possible and give you the option to reschedule your overnight program or receive a refund in full minus a \$15.00 processing fee.

Payment Details

A \$150.00 non-refundable deposit is required within 2 weeks of receiving your Sea Snooze confirmation email. The remaining balance will be due 2 weeks prior to your sleepover, though early payment is appreciated. **If your final balance is not received by its due date, we reserve the right to cancel your sleepover and retain your deposit.**

Important Event Guidelines

Please read all emails received from Mote completely. They contain important information regarding planning your Sea Snooze, as well as the due date for remaining balance.

Group Size: Maximum capacity size is 35 participants (including adults and children). Minimum capacity size is 10 participants. Please note, if your group ends up being less than 10 participants, you will still be charged for 10 participants. We will not accept groups with more than 35 total participants. Mote requires one chaperone for every 5 students. Please review the Sea Snooze Leader Guide for additional information regarding chaperones.

Outside Vendors/Catering: Outside vendors (i.e. characters, face painters, etc) and onsite catering **are NOT permitted** on Mote property during your Sea Snooze. You may have pizza delivered prior to 8:00 p.m. or bring in pizza or prepared meals, snacks, etc. but these events are not authorized to bring catering staff/equipment onsite. You must let the Public Programs Manager know BEFORE your overnight program if you will be having pizza delivered and/or need time for a meal between arrival and 8:00 p.m. to ensure your evening schedule is accurate.

Other Restrictions: Mote is a smoke-free facility and the use of alcohol or drugs is prohibited onsite during these family events.

Important

If your sleepover exceeds the maximum capacity, or if you attempt to bring outside vendors or catering onsite, or if anyone in your group consumes drugs, tobacco, or alcohol onsite, your event will be shut down, your group will be escorted out, and you will not receive a refund.

A copy of this policy will be linked in your registration confirmation email for your reference. Updated 3/1/2023.