



# Monticello Railway Museum

## Policy on Tickets for Museum Events

May 2015

### Refunds for Canceled Events

If we cancel an event for which you hold tickets, we will contact you and issue a refund automatically, including all fees.

### Refunds for Rescheduled Events

If we reschedule an event for which you hold tickets, we will contact you with the new date and time. If you can't attend the rescheduled event, we'll issue a refund, including all fees.

### Refunds (General)

Sorry; the Museum is unable to issue a refund for tickets within seven (7) days of the event, *or* for tickets purchased more than 90 days ago.

### Exceptions:

- In extenuating circumstances, the Museum may, at its sole discretion, grant exceptions to the above refund policy by refunding or exchanging tickets outside the normal time window. In these cases, a 10% processing fee will be deducted from the refund.
- A special policy applies to **The Polar Express™ and Lunch with Santa on the Train**. If the highways leading to the venue are closed by the Illinois State Police due to weather conditions, and if said closure prevents you from using your ticket(s) to these events, contact us. We will issue a refund, regardless of whether the trains run.

### Use of Tickets

The Museum reserves the right to demand photo identification of any person picking up or using ticket(s) to Museum events.

The Museum prohibits resale of tickets to Museum events at a price greater than the face value set by the Museum, or otherwise in violation of the Illinois Ticket Sale and Resale Act. Violation is a criminal offense punishable by a fine of up to \$5,000 and one year in jail for each ticket sold in violation of the law.

The Museum reserves the right to revoke all tickets purchased by a reseller, and such tickets will not be honored by the Museum. Further, the Museum will report any illegal resale of tickets for Museum events to the State's Attorney and Attorney General for criminal prosecution.

Persons who purchase ticket(s) to Museum events *other than through the Museum's ticket office or website* are hereby warned that the Museum accepts no responsibility for the validity of such tickets.