

## FREQUENTLY ASKED QUESTIONS

### For Butterfly Pavilion Adult Outreach Programs



**BUTTERFLY  
PAVILION**

#### **I want Butterfly Pavilion to visit my location. Where do I start?**

- ***Selecting a program:***

Visit <https://butterflies.org/adult-senior-outreach-programs-at-your-location/> to view available outreach programs and select the one that best fits your group's interests. All programs are designed for adult audiences and are in lecture format.

- ***Can the program be done outside?***

For the safety and wellbeing of both our animals and educators, programs cannot be held outdoors. Many of our animal ambassadors are sensitive to temperature, sunlight, and other environmental factors. To ensure their health and comfort, all programs must be held indoors in a climate-controlled, shaded space that does not go below 75 degrees Fahrenheit and does not exceed 80 degrees Fahrenheit. Thank you for helping us provide the best care for our animals while creating a safe and enjoyable experience for everyone involved.

- ***Making a reservation:***

Click "Adult Outreach Request Form" and complete the request form. Have the following information ready when you make a reservation: number of attendees, address and contact information for the site and person responsible for payment, three choices of program dates, and scholarship needs. Once you make a reservation request, Butterfly Pavilion will contact you for more details as needed.

#### **What kinds of groups can reserve an Adult Outreach program?**

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Any organized adult group is welcome to reserve an Adult Outreach program: Our Adult Outreach programs may be booked by garden centers, corporations, libraries, senior centers, and other community locations.

- ***Program capacity:***

Outreach programs have a capacity of 40 attendees/session. Depending on the class selection, exceptions can be made.

#### **What does a Butterfly Pavilion Outreach program cost?**

- ***The cost of a Butterfly Pavilion Outreach depends upon the class selected:***

Butterfly Pavilion Adult Outreach is \$150 per class plus mileage: Visit <https://butterflies.org/adult-senior-outreach-programs-at-your-location/> for the most up-to-date pricing for Outreach programs. Mileage is charged at \$0.70/mile round trip between Butterfly Pavilion and your site. Programs that require customization may incur an additional fee.

- ***Deposit:***

To secure your booking, a non-refundable deposit of \$50 is required at the time of reservation. The remaining balance must be paid no later than two weeks before your program date.

- ***Payment is due 15 days ahead of the scheduled program:***

We accept checks and all major credit cards as payment. If paying by check, make the check payable to Butterfly Pavilion and mail to 6252 W 104th Ave, Westminster, CO 80020. Be sure to

include your program's Booking ID or invoice number for the fastest processing. If paying by credit card, a link will be sent to you with your confirmation, or please call 720-974-1861 between 8:30am-5:00pm with your invoice number handy.

**Please note that for their safety our Educators cannot accept payment from you directly the day of the event. Please make other arrangements for payment.**

### **When do I need to set up a reservation for an Adult Outreach program?**

- ***It is best to reserve your Outreach as early as possible:***

Reservations are required at least two weeks before your desired program date. The busiest time of year is late spring through summer. We highly encourage groups to book during our slower times of year to help ensure your first-choice program date.

### **What happens after I request a reservation?**

- ***Butterfly Pavilion will reach out to you shortly after the request is made:***

An initial confirmation will be sent to you within one week of requesting a reservation. This confirmation will be sent via email, and will include all details of your Outreach as well as the specific date/time(s) of your program(s) and a payment link so you may pay online. Please make sure you open and read all attachments!

- ***Butterfly Pavilion will reach out to confirm within one week of your program:***

Butterfly Pavilion will be will contact you via the email to provide a final confirmation and the exchange of any important day-of information.

- ***Setting up for your program:***

Most programs require little setup. An area for attendees to sit and a table for the Butterfly Pavilion Educator to set down materials, with a projector and Wi-Fi access, is sufficient in most cases. The Educator will clarify any program-specific needs during the confirmation process.

### **What if I need to change or cancel my reservation?**

- ***Rescheduling a reservation:***

If you have a new date and time available, we will be happy to reschedule your visit. To reschedule, please contact [education@butterflies.org](mailto:education@butterflies.org) with your confirmation number and the new date and time you would like to visit.

- ***Cancelling a reservation:***

Please email [education@butterflies.org](mailto:education@butterflies.org) or call 720.974.1861 to cancel a reservation.

**Butterfly Pavilion requires a \$50 fee for reservations cancelled within 15 days of the scheduled program:** Additionally, the same fee will be applied to your organization if you miss your reservation without notice. However, for cancellations or reservation changes made before the two week mark, there is no fee.

**Refunds:** Guests who require a refund for overpayment or cancellations may submit a written request to [education@butterflies.org](mailto:education@butterflies.org) within 30 days of their visit. When applicable the refund will include the \$50 fee for cancellations and rescheduling.