



Grand Rapids Art Museum | School Experiences

Payment Policy

Final attendance numbers are due no later than 10 days prior to your visit date.

Your group is billed based on these final numbers. All group members, including students, teachers, chaperones, and additional adults, must be included in your group's reservation and invoice.

All payments and balances are due in full no later than 7 days prior to your visit date.

Payment can be made in the form of a credit card or check. Please collect and organize the payment for your group and pay in one lump sum. We cannot accept cash payments.

Payment Options:

- Pay by **credit card** using the payment link included in your reservation confirmation email.
- Pay by **check**. All checks must be received by the School Experience Manager no less than 7 days prior to your visit date. Please make the check payable to the **Grand Rapids Art Museum** and include a copy of your invoice with the check payment. Checks may be delivered to the museum during business hours or mailed to:

Grand Rapids Art Museum

Attn: School Experience Manager

101 Monroe Center St NW

Grand Rapids, MI 49503

Cancellation Policy

To increase accessibility to educational experiences at the art museum and maximize the number of students and schools we can serve, we require that all reservations are kept intact and utilized. Space and scheduling availability are limited, and field trip spots fill quickly.

If you need to cancel or reschedule your visit, please contact GRAM's School Experience Manager as soon as possible (but no later than 2 weeks prior to your scheduled visit date), so that we can allow time for this opportunity to be available to other schools.

Groups who no-show or cancel with less than 48 hours' notice may be subject to additional cancellation fees.

Refund Policy

If your group numbers decrease within the 7 days prior to your visit, or on your visit date, GRAM cannot issue a refund for any individuals who do not attend.

Groups who no-show or cancel their visit less than 48 hours prior to their visit date will not receive a refund.

In the event of museum closure, emergency school closure, snow day or severe weather conditions, the museum may provide a refund if your school closes on the date of your scheduled visit.