

Maine Historical Society (MHS) Refund and Return Policy

Ticket Purchases and Reservations

- All sales are final. Unfortunately, due to expenses associated with MHS's programming, ticket purchases for MHS programs and events are non-refundable. However, registrations can be transferred to another person.
- Due to the nature of many of our programs, we may be unable to accommodate late arrivals to any program, event, lecture or tour which involves a specific start time.
- Programming and dates may be subject to change.
- Should Maine Historical Society need to cancel or postpone an event or program for any reason, including inclement weather, it will be posted on Maine Historical Society's Facebook page (@mainehistory) and on our voicemail system at 207-774-1822. Any delays, changes in venue, etc. will be communicated with registrants via email as soon as possible.
- If Maine Historical Society reschedules an event or program and the registrant cannot attend the rescheduled event date or time, MHS will refund the purchaser in full.

Wadsworth-Longfellow House Group Tours

- Adult groups of 10 or more may qualify for group rates starting at \$8 per person. In order to ensure we are able to accommodate your group, please arrange your visit with us in advance.
- To arrange a group tour of Maine Historical Society, please contact our Visitor Services Manager (jbabin@mainehistory.org or 207-774-1822 ext.212).
- A \$25 non-refundable deposit is required to reserve a group tour.
- Cancellations or requests to reschedule must be made at least 24-hours in advance.
- In the event that Maine Historical Society is closed due to inclement weather, the announcement will be carried by the following media outlets: WCSH Channel 6, WTMW Channel 8, WGME Channel 13. You can also call Maine Historical Society at 207-774-1822; if we are closed, there will be an automated message at that number no later than 7:30 am.
- Due to high demand, it may not be possible to reschedule your visit on your requested date, but we would be happy to work with you to find a suitable time for your visit.

School Groups

- In order for Maine Historical Society to properly plan for all interested student groups and ensure that educational programs are staffed appropriately, cancellations must be made no later than 48 hours before your scheduled visit or your group will be invoiced a \$50 cancellation fee (weather related emergency cancellations excepted, see below).
- Due to high demand, Maine Historical Society cannot guarantee the rescheduling of canceled a field trip without 14 days' notice.
- When scheduling a winter field trip with Maine Historical Society, you'll be supplied with the cell phone numbers of education staff scheduled to work with you the day of your field trip. If you should need to reach out to these staff for information about a possible weather closing or last minute cancellation, please don't hesitate to call. If you cannot reach education staff via their cell phones, please call Manager of Education and Interpretive Programs Kathleen Neumann at

207-774-1822 ext. 214 as soon as possible to report your cancellation and to discuss rescheduling your visit.

- Unfortunately, we cannot schedule alternative visit dates for field trips booked in the fall or spring due to high demand.
- School field trips are not automatically rescheduled when canceled. For groups who are scheduled to visit in December, January, or February, it is **highly** recommended that you also schedule a snow date when booking your field trip in order to guarantee your first choice of an alternative date and time.
- In the event of a cancellation because of your school/district closing, please contact the Manager of Education at 207-774-1822 ext. 214 if you wish to reschedule.
- In the event of a cancellation because of an MHS closing, you will be contacted by our Manager of Education who will work with you to reschedule. Also, if Maine Historical Society is closed due to inclement weather, an announcement will be carried by the following media outlets: WCSH Channel 6, WTMW Channel 8, WGME Channel 13. You can also call Maine Historical Society at 207-774-1822; if we are closed, there will be an automated message at that number no later than 7:30 am.

Research Library Policies

Reading Room Access

- Research for members and students is at no charge. Non-members must pay a non-refundable \$10 daily use fee to access collections. The daily use fee may be applied to a new MHS membership if purchased the same day. Past, non-consecutive, use fees may not be applied to membership.

Research Services

- MHS offers research services for those seeking assistance with accessing or reproducing collections.
- Quick-Search and In-depth service fees are non-refundable. Fees are assessed regardless of research outcome.

Research Processing and Payment

- Research requests are completed in the order they are received. Once the request is completed, an invoice will be provided. Payment must be received in full prior to MHS release of content. Content is sent via email (PDF) or by mail, if requested.
- MHS takes the following forms of payment: MasterCard, Visa, American Express and Discover. Those who wish to pay by check should contact staff for exact amounts prior to sending in payment, or be prepared to send additional funds if needed. Research requests are usually filled in 6 weeks. Patrons with specific deadlines should contact the research staff at research@mainehistory.org.
- Once fulfilled, the fee for all provided research materials is non-refundable.
- If a request is cancelled while in process, clients are charged only for services rendered.

Image Services

- All image reproduction services must be prepaid. Once MHS receives payment your order will be placed into the workflow. MHS accepts cash, check, MasterCard, Visa and Discover.
- All sales are final. Neither prints nor electronic files may be returned for refund or credit. If you receive defective merchandise, please call to receive a return authorization number and instructions for returning the merchandise. Maine Historical Society is not responsible for damages occurred by shipping. Orders are mailed in safety envelopes marked "fragile."
- In-depth Image research fees (beyond 'ready-reference') and consultation fees are non-refundable.

Archival Services

- Archival service fees are assessed for services rendered and are, therefore, non-refundable.

Museum Store

- Returns are permitted within 30 days of purchase when accompanied by the original receipt. Items must be new, unused, and contain all original packaging. CDs, and DVDs may only be returned if unopened or found defective.
- Items purchased via check may only be returned two weeks after purchase, and within 30 days of the original purchase.
- Memberships are not refundable.
- Shipping and handling charges are not refundable.
- A restocking fee may be applied depending on the number of items being returned.
- If you receive merchandise that is damaged or defective, please call our Museum Store at 207-774-1822 ext. 208 or email mspoerl@mainehistory.org.

Memberships

- Memberships are not refundable.
- Memberships purchased in error through our website, www.mainehistory.org, may be corrected or refunded provided the request is made within 15 days of purchase. Refunds will be returned using the original method of payment.
- Please contact membership@mainehistory.org or 207-774-1822 ext. 216 for more information.

Charitable Donation Refund Policy

- Charitable Donations made in error through our website, www.mainehistory.org, may be corrected or refunded provided the request is made within 15 days of the donation. Refunds will be returned using the original method of payment.
- If you did not make your donation using our website please contact us at ncumming@mainehistory.org or 207-774-1822 ext. 231 to discuss your refund request.

Facility Rental Policy

- A deposit amounting to 50% of the estimated total rental cost is required to reserve

the date and time of the event and will go towards total payment. The deposit is 100% refundable up to one week prior to the event.

- Any balance due must be received in full 24 hours prior to the event.

Please see our full facility rental policy here:

https://www.mainehistory.org/PDF/Facilities_Rental_Policies_Guidelines_Dec_2016.pdf

Vintage Maine Images

Please see the current Vintage Maine Images policies here:

<https://www.vintagemaineimages.com/pages/about/website-policies/#privacy> and here:

<https://www.vintagemaineimages.com/pages/product-info/license-an-image/>