

Refund Policy Clarification

Dear [Recipient's Name],

Thank you for reaching out regarding our refund policy for the recent event held at [Museum Name] on [Event Date]. We appreciate your interest in our programs and your understanding as we clarify our policies.

Our refund policy is as follows:

- Full refunds are available for cancellations made at least [number] days prior to the event.
- Partial refunds will be issued for cancellations made between [number] and [number] days prior to the event.
- No refunds will be issued for cancellations made less than [number] days before the event.

If you have any further questions or need assistance with your refund, please do not hesitate to contact us at [contact information]. We are here to help!

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Museum Name]

[Museum Contact Information]