



## TERMS, CONDITIONS, AND POLICIES

### CONTACT US:

By Email:  
[info@childsplayaz.org](mailto:info@childsplayaz.org)

By Phone:  
480.921.5700

By Mail:  
Childsplay Inc.  
900 S Mitchell Dr  
Tempe, AZ 85281

### REFUND AND DISPUTE POLICY

For Tickets: There are no refunds or exchanges of tickets after purchase.

For Tours: >45 days full refund, <45 days full refund less 10% cancellation fee, <7 Days no refund converts to credit less 10% cancellation fee, <24hours no credit/no refund

For Field Trip: >45 days full refund, <45 days full refund less 10% cancellation fee, <30 days no credit/no refund

For Academy Registrations: >30 days full refund less \$50 cancellation fee, <30 Days no refund converts to class credit less \$50 cancellation fee (must be used within 6 months), <24hours no credit/no refund

For Education Services: >45 days full refund, <45 days full refund less 10% cancellation fee, <7 Days no refund converts to credit less 10% cancellation fee, <24hours no credit/no refund

For Events: There are no refunds or exchanges of event tickets after purchase.

Disputes should be addressed to [info@childsplayaz.org](mailto:info@childsplayaz.org) within 48 hours of purchase.



## CANCELLATION POLICY

Childsplay reserves the right to cancel any program for any reason. In such cases, Childsplay will notify you of your options for rescheduling and/or issue you a full refund. No cancellation fee is assessed when a program is canceled by Childsplay.

## TERMS AND CONDITIONS ON PROMOTIONS POLICY

Please see specific Term and Conditions, as listed, for individual promotions.

## TRANSACTION CURRENCY

All funds or currency noted or referenced are in US Dollars.

## SECURITY CAPABILITIES AND POLICY FOR TRANSMISSION OF PAYMENT CARD DETAILS

Information regarding security and transmission of payment card details can be found at <https://support.stripe.com/topics/privacy> and <https://stripe.com/legal/privacy-center>.

## CONSUMER DATA PRIVACY POLICY

Childsplay (“CP”) is committed to respecting and protecting your privacy, and this commitment extends to personal information you provide in your communications to CP directly and/or indirectly when you purchase a CP ticket from a venue box office.

### Information Ownership and Disclosure:

CP is the sole owner of personal information you provide to us. CP does not rent or sell your information to anyone nor does CP use or disclose to anyone such personal information as race, religion, age, political affiliation or telephone number. The only exception to this practice is if CP is required to do so by law or in the good faith belief that such action is necessary to a) conform to the edicts of the law or comply with legal process served on CP; b) protect and defend CP’s



rights or property; and c) act under exigent circumstances to protect the personal safety of users of CP or the public.

### **Security of your Personal Information:**

CP secures your personal information from unauthorized access, use or disclosure. CP secures the personally identifiable information you provide on computer servers in a controlled, secure environment.

### **Collection of your Personal Information**

#### **We collect:**

Personally identifiable information that you provide to us directly via our Web site, email, postal mail, and telephone and/or indirectly via a venue box office. This information includes, but is not limited to, name, postal address, email address, phone number, telephone number, fax number, and payment information (e.g. credit card number and billing address).

Information about your computer hardware and software that is automatically collected when you visit our Web site such as IP address, browser type, domain name, access time and referring Web site address. This information is used by CP to maintain service quality and to provide us with general statistics regarding Web site use.

#### **The information we collect is:**

Used to communicate to you information about Childsplay.

Used to improve the content and presentation of our electronic communications.

Shared, on occasion, with reputable Arizona arts and cultural organizations whose products or services we think you might find of interest. Organizations are provided only names, email address, and U.S. mail address for one-time use and only through a trusted third party. Sharing allows CP to secure similar information from these organizations which helps us expand our marketing efforts at no cost.

CP welcomes your comments regarding this Consumer Data Privacy Policy. If you do not want CP to contact you by specific means (U.S. mail, telephone, email) or to share your name and U.S. mail address with arts and cultural organizations, notify us using any of the points of contact listed in this document.

Thank you for your support!