Private Program Payment and Reservation Policy

• Reservations must be made at least three weeks in advance of the chosen program date.

• Maximum group size is 60. The fee of $150 (one-hour daytime blocks) or $300 (90-minute nighttime blocks) must be made in full at least one week in advance of your program date to hold your reservation. Groups larger than 60 must contact Jelena Lane directly (contact information below).

• Your reservations are for a specific block of time. Late arrival means your program may have to be shortened in order to finish within your block of time. If you are 30 minutes or more late, the special is considered cancelled so the guide may no longer be available for you.

• Our preferred payment method is online through PayPal. We also accept telephone payment by credit card or payment by check to Lowell Observatory and mailed to:

  Reservations
  c/o Jelena Lane
  Lowell Observatory
  1400 W Mars Hill Road
  Flagstaff, AZ  86001

  When paying by mail, please reference your program date and time in order to ensure your payment is properly credited.

• 48-hour notice is required for cancellation or rescheduling of your program. To cancel or reschedule, please call (928) 233-3280; or email jlane@lowell.edu If notice of cancellation is received 48 hours or more prior to the program date, a refund less a $20 processing fee will be issued.

• Refunds will not be issued for no-shows or changes within 48 hours of the program date (except in the case of emergency or weather-related problems).