



Refund and Exchange Policy

Effective September 1, 2021

All tickets and tours are NON-REFUNDABLE.

Your admission purchase allows you to enter the museum at any time on the scheduled date. The time on your ticket(s) indicates the time at which your scheduled tour will depart the Museum. All tours depart on schedule and cannot be delayed for tardy or missing ticket holders. We strongly recommend arriving at the Museum at least fifteen minutes prior to your timed departure.

Due to the limited nature of our tickets/experiences, no refunds will be issued for tickets and/or tours should you choose to cancel. Additionally, exchanges cannot be processed the day of your scheduled visit/tour.

If you wish to reschedule your tour experience, you may do so by calling 502.637.1111. There is a \$2 rescheduling service fee per ticket. Rescheduling is not guaranteed and is based on current availability. No refund or credit will be given if the ticket holder requests a time that is unavailable for any reason.

All tours are subject to cancellation by the Museum at any time, with or without notice, due to extreme weather or at the request of Churchill Downs. In the case that your tour is canceled by the Kentucky Derby Museum after the time of purchase, every effort will be made to place the ticket holder on another tour at a time that is agreeable to both parties. If this cannot be managed, the Museum will provide a full refund of the tour purchase price via the same method as the original form of payment.