



VISITOR COMPLEX

“Feel the Heat” Launch Viewing Package Scrub Policy

FEEL THE HEAT (Apollo/Saturn V Center) - Launch times and date, and operational hours are subject to change.

LAUNCH TICKET PACKAGES ARE NON-REFUNDABLE. The tickets you have purchased to see the launch are mission specific (example: SpaceX Falcon Heavy STP-2). This launch can be scheduled for any date/time. Launch tickets are valid for admission once the launch is scheduled (and one additional launch attempt for that mission if a delay occurs prior to visitor complex scheduled opening time). Your launch admission ticket may also be used one additional day within a 90-day period after the launch date to explore the rest of the visitor complex shows, exhibits and take the Kennedy Space Center bus tour.

PACKAGE INCLUSIONS -

- a. **In the event of a delay/scrub prior to visitor complex opening on scheduled launch day:** All package inclusions will be available on next launch attempt.
- b. **In the event of a delay/scrub after visitor complex opening on scheduled launch day:** All package inclusions will be considered used. Food, beverage and retail will be available for purchase at the viewing location. Park admission, transportation to viewing location and vehicle placard will be valid for a total of two launch attempts.