



Due to concerns related to Coronavirus Disease (COVID-19), the National Geographic Society has closed the National Geographic Museum through April 27, 2020, and all live events have been cancelled through April 30, 2020. The health, safety and well-being of our patrons is our top priority, so as the situation evolves we'll provide updates on current precautions.

What preventative measures and precautions is the National Geographic Society taking for its exhibitions and live events?

In light of developing public health guidance, as well as recommendations from the D.C. government, the Society has made the decision to close headquarters to the public and cancel all events scheduled to take place at our headquarters through April 30, including film screenings, lectures, public and private events. Additionally, the National Geographic Museum will be closed from Friday, March 13, until at least April 27, 2020.

What is the National Geographic Museum's ticket-refund policy for exhibition closures and live event cancellations?

Until further notice, we are amending our standard exchange policy as follows: anyone with tickets for the museum through April 27 or a cancelled event will receive a refund automatically.

Ticket-holders to upcoming National Geographic live events and museum exhibitions that have not yet been cancelled may receive a refund by contacting our ticket office at ngtickets@ngs.org or 202-857-7700. For "An Evening With Jane Goodall," all refunds will be handled by Ticketmaster.

Additional Information

- [National Geographic Society Statement on Coronavirus Closures](#)
- [The Jane Goodall Institute's Official Statement on Dr. Goodall's Spring 2020 North America Tour](#)

If you have any additional questions, please refer to the contact information above.

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