



Bookings & Refund Policy

1. Mission Statement

Building resilience through connection by creating opportunities for children, families and teachers to learn within nature.

2. Vision

Through our programs, **Educated by Nature** (the Company) aims to increase the mental, emotional and physical health of children and in doing so, foster stewardship and a deep love for the natural environment.

- Building the personal resilience of children, families and teachers through interaction within nature and community.
- Safeguarding the health of our natural world, forming strong relationships through natural learning.
- Revitalising community through childhood play, meeting instinctive needs for connection and childhood freedom.

3. Policy Scope

This policy applies to:

- Staff (directors, permanent, temporary or casual employees)
- Program participants, including parents and guardians of minors
- Organisations who contract **Educated by Nature**

4. Policy Statement

Educated by Nature is a social enterprise with a mission to connect families and schools with nature in order to build individual, community and environmental resilience.

Educated by Nature is committed to providing an environment that is supportive for children, families and teachers to learn within nature and where mutual respect underpins all interactions. It is expected that all customers are treated with respect, dignity and fairness.

Educated by Nature endeavours to provide customers with an accessible bookings process.

This policy should be read in conjunction with **Educated by Nature's** Risk Management (OHS) Policy and other relevant documents and policies as specified at the conclusion of this document.

5. Version Control

Version Number	Approval Date	Approved by	Amendment Details
1.0	December 2015	Directors	Created
1.1	November 2017	Directors	Updated



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6. Convention: Bookings

6.1. Family Programs

Bookings for **Educated by Nature** Family Programs (KIN Village, Bush Inventors' Club, Mud Pies, Adult Workshops) can be made at www.educatedbynature.com at the corresponding programs' 'Book Now' links. These links redirect to third party booking software – Trybooking. Payment must be made at the time of booking.

Any requests for alternative arrangements must be forwarded in writing to Educated by Nature for approval (admin@educatedbynature.com). Educated by Nature reserves the right to decline requests for alternative arrangements for bookings and payments.

6.1.1. Waiting Lists

Educated by Nature may maintain a waiting list in the event of full sessions.

Customers wishing to join the waiting list for a full session must email admin@educatedbynature.com with name and contact details at least 2 business days' (48 hours) prior to the session.

6.2. External Programs

Bookings for **Educated by Nature** External Programs can be made at <http://educatedbynature.com/booking/>. Customers will be sent a digital invoice and Payment must be made in full prior to, but no later than, the date of the event. Payments can be made through Direct Deposit.

Account Name: Educated by Nature Pty Ltd
BSB: 036-226
Account: 528849
Reference: Company Name & Invoice Number

Any requests for alternative arrangements must be forwarded in writing to Educated by Nature for approval (admin@educatedbynature.com). Educated by Nature reserves the right to decline requests for alternative arrangements for bookings and payments.

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7. Convention: Cancellations and Refunds

7.1. Weather

Educated by Nature sessions will operate in most weather. As the Danish saying goes, *'There is no such thing as bad weather, just bad clothing.'*

In the case of extreme weather (including but not limited to; extreme heat, high winds, lightning and/or hail) or other dangerous situations, **Educated by Nature** will:

- Contact participants on the morning of the session to notify of the cancellation via text message;
- Advise if an alternative date can be arranged to compensate for the cancellation;
- Where a date cannot be arranged for a replacement session, participants will be provided with a gift certificate, to the value of one replacement program, valid for a future booking in an **Educated by Nature** program.

7.2. Relocation

In some circumstances, **Educated by Nature** may choose to relocate family programs to a more suitable location. Where this occurs, **Educated by Nature** will notify participants on the morning of the session via text message.

7.3. Missed Sessions

In the event a participant misses a session (due to sickness, holidays or otherwise), a make-up session will be permitted in another program within the same term provided there are places available. Participants are to request such make-up session via writing to admin@educatedbynature.com.

7.3.1. Late Arrival

In the event a participant may need to arrive at a session (or series of sessions) late, no pro rata refund will be offered.

7.3.2. Early Departure

In the event a participant needs to leave a session (or series of sessions) prior to the completion of that session (or series) no transfer, refund or part refund will be offered.

7.4. Age Limits

Educated by Nature sets broad age ranges for family programs to develop a sense of community. Age limits are set with consideration of activities provided, length of sessions and supervision requirements.

In the case that a child outside of the specified age range is booked into a program, **Educated by Nature** may contact families to arrange a booking transfer or refund.

7.5. Cancellation of a booking (Family Programs)

Where circumstances require the cancellation of a booking;

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- 🌱 Participants are required to notify Educated by Nature in writing (admin@educatedbynature.com) at least 4 days prior to the commencement date of the program in order to receive a full refund.
- 🌱 Where notification of cancellation is received within less than 4 days a transfer or make-up session will be permitted provided there are spaces available.
- 🌱 Cancellation with less than 1 business days' notice (24 hours) will be charged at the full rate.
- 🌱 Bookings may be transferred to another child's name when requests are received with at least 1 business days' notice (24 hours).

7.6. Cancellation of a booking (External Programs)

Where circumstances require the cancellation (or change) of a booking;

- 🌱 Cancellation earlier than 14 days before the event will incur no charge
- 🌱 Cancellation within 14 days of the event incur a fee of 30% of total quoted price
- 🌱 Cancellation with less than 1 business days' notice (24 hours) will be charged at the full rate

7.7. Extenuating Circumstances

Educated by Nature acknowledges that in some instances extenuating circumstances may arise (i.e. severe illness). In these cases, and at the Director's discretion, a gift certificate or refund may be provided.

8. Related

8.1 Related Documents

- 🌱 Governance Framework Policy
- 🌱 Strategic Profile
- 🌱 Weather Procedure

8.2. Authority

- 🌱 *Australian Consumer Law* <http://consumerlaw.gov.au/the-australian-consumer-law/legislation>

8.3. Resources

- 🌱 Preventing unfairness in event ticketing terms - A guide for legal practitioners and consumer advocates
<https://www.commerce.wa.gov.au/sites/default/files/atoms/files/aclpreventingunfairnessineventticketingterms.pdf>