



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
1.2	September 2018	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 and Adult Workshops) can be made at www.educatedbynature.com at the corresponding programs' 'Book Now' links. These links redirect to a secure third party ticketing agent - Trybooking. Payment must be made at the time of booking.

Any requests for alternative arrangements, including transfers, must be forwarded in writing to Educated by Nature for approval (admin@educatedbynature.com) with at least 3 business days (72 hours) notice. 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 3 business days' (72 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 by Educated by Nature

7.1. Weather

Educated by Nature sessions will operate in most weather. As the 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 full refund.

In the rare event that a program needs to be cancelled after the commencement of a session due to extreme weather, **Educated by Nature** will:

- Communicate to participants during the session regarding the plan to seek shelter and the potential to cancel. At KIN Village and Bush Inventors' Club, parents/guardians will be notified via Burst SMS when early pickup is required.
- Where a session is cancelled due to extreme weather, participants will be offered a gift certificate valued at a pro-rata amount (rounded to nearest hour) if more than 25% of the session time is missed. For Bush Inventors' Club sessions or sessions ending after 75% of the session time no refund or credit will be offered.

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. Session Numbers

Educated by Nature's programs generally require a minimum of 12 participants to proceed.

If a session requires cancellation due to lack of numbers, **Educated by Nature** will:

- Contact participants at least 3 days prior to the session to notify of the cancellation or potential cancellation via email;
- Advise an alternative date or location to compensate for the cancellation;
- Where an appropriate alternative cannot be arranged for a replacement session, participants will be provided with a full refund.

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.

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In the case that a child younger than the specified age range is booked into a program, **Educated by Nature** will arrange a refund.

8. Convention: Cancellations by Organisation or Family

8.1. Organisation - Cancellation of a booking (External Programs)

Where circumstances require the cancellation or postponement of an incursion or roving 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 3 business days' notice (72 hours) will be charged at the full rate
- Organisations are allowed one postponement within the 3-14 business day range, after this, postponements will incur a 30% administration fee.
- In the case of forecasted extreme weather, **Educated by Nature** will arrange with the organisation either an adapted indoor program (dependent on program and space available) or alternative date. A maximum of two postponements will be permitted, on the third date a change in program may be required to suit an indoor or undercover space. Extreme weather is determined by **Educated by Nature** and consists of thunderstorms, rain downpour with wind, or Bureau of Meteorology strong wind warning alerts.

8.2. Participant/Family - Cancellation of a booking (Family Programs)

Where circumstances require the cancellation of a booking;

- Participants are required to notify **Educated by Nature** in writing (admin@educatedbynature.com) at least 7 days prior to the commencement date of the program in order to receive a full refund.
- Where notification of cancellation is received within 3 to 7 business days a transfer will be permitted provided there are spaces available in the same season (ie. same holiday period or school term). Where a space is not available a gift certificate may be offered.
- Cancellation with less than 3 business days' notice (72 hours) will be charged at the full rate.
- Bookings may be transferred to another child's name when requests are received with at least 2 business days' notice (48 hours).

8.3. Missed Sessions – KIN Village

Educated by Nature acknowledges that in some instances sessions may be missed without notification within the 3 business days notice period. These sessions are not usually refundable with the exception of:

8.3.1. Illness

In the event a participant misses a KIN Village session due to sickness, a gift certificate to Educated by Nature programs will be offered on receipt of a medical certificate.

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Notification of illness and the medical certificate are to be emailed to admin@educatedbynature.com within 72 hours.

8.3.2. Accident/First Aid

In the event that a participant is involved in an accident and collected by the family to seek medical attention prior to 1pm, the participant will be offered a gift certificate for 50% of the session value. For participants leaving after 1pm, no credit will be offered.

8.4. Missed Sessions – Bush Inventors' Club

Once the Bush Inventors' Club program series has started, no refunds, credits or transfers will be given.

8.4.1. Illness and Appointments

In the event a participant misses a Bush Inventors' Club session due to sickness, or otherwise, no make-up session, credit or refund will be offered.

8.4.2. Withdrawing from Series

In the event that a participant chooses to leave a series before the completion of the term program, no refunds, credits or transfers will be given. Transfers to another child will be permitted as long as it occurs in the first 3 weeks of the program. Request for participant change needs to be emailed to admin@educatedbynature.com at least 3 business days before the weekly club session.

8.5. Late Arrival and Early Departure

Educated by Nature encourages participants to arrive and leave programs at the stated time in order to allow participants to experience the whole session. Value is placed on the importance of a communal open and close to the session, briefing with safety guidelines and providing a sense of community. In some circumstances, participants may need to arrive late or depart early for reasons beyond their control.

8.5.1. Late Arrival

In the event a participant may need to arrive at a session late, no pro rata refund will be offered. Notification to the program mobile phone via text message is appreciated.

8.5.2. Early Departure

In the event a participant needs to leave a session prior to the completion of that session, no transfer, credit, refund or part refund will be offered. This includes, but is not limited to, prior arrangements by the family or a decision by Educated by Nature staff regarding a child not coping with the day due to a young age, behaviour or medical issues. An Educated by Nature staff member will contact parents by phone if their child needs to be collected early.

8.6. Extenuating Circumstances

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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.

9. 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>