

Refund Policy Implications of COVID-19

The conditions outlined below are to be read in conjunction with our [Bookings and Refunds Policy](#) and have been determined specifically for bookings affected by COVID-19. This document comes into effect as at 16 March 2020 and will remain active until the government issues notification of transition to the stand-down phase for COVID-19.

1.1. Cancellation of large events or small community or organisation events

Where circumstances require the cancellation or postponement of an event booking please provide Educated by Nature as much notice as possible.

- 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 permitted one postponement within the 3-14 business day range. After this, postponements will incur a 30% administration fee. Postponements are dependent on equipment and staff availability for the new date. Notification of a new event date needs to be received within one month of cancellation for a postponed date within 9 months of the original event date.

1.2. Cancellation of school or childcare centre incursions

In the case of a government directed closure for schools or childcare centres, we will do our best to reschedule incursions booked (within the same calendar year) and will waive relevant postponement fees. Postponements are dependent on equipment and staff availability for the new date and schools or childcare centres are allowed one postponement. After this, postponements will incur a 30% administration fee.

- 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.
- Postponements are accepted and usual postponement fees will be waived

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

1.3.1 KIN Village

A gift certificate for KIN Village programs will be offered where a participant is not able to attend a **KIN Village** session due to illness or the need for self-isolation relating to COVID-19.



Notification of illness/self-isolation and the relevant medical certificate or proof of travel are to be emailed to admin@educatedbynature.com within one week of the KIN Village session in which this child was booked. Notification prior to the commencement of the program would be appreciated.

In the event a KIN Village session is cancelled due to government instruction for state-wide quarantine, or insufficient staff are available due to self-isolation, then gift certificates will be provided to ticket holders.

If a child is sent home due to being unwell no make-up session, credit or refund will be offered.

1.3.2 Bush Inventors' Club

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

In the event that a Bush Inventors' Club session/s is cancelled due to a government instruction for the closure of schools an alternative location may be provided otherwise a pro-rata gift certificate will be offered for future series once the school closure is lifted.

In the event a Bush Inventors' Club session/s is cancelled due to a government instruction for state-wide quarantine, a pro-rata gift certificate will be offered for future series once the quarantine is lifted.

In the event a Bush Inventors' Club session is cancelled due to unavailability of staff (in the case of self-isolation of staff) then either a rescheduled date or pro-rata gift certificate will be provided.

If a child is sent home due to being unwell no make-up session, credit or refund will be offered.

1.4. Cancellation of Camp Facilitation

In the event a camp is cancelled by a school due to COVID-19 recommendations from government authorities, Educated by Nature cancellation and postponement fees will be waived.