

Bookings & Refund Policy – Organisations

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.

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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
1.3	November 2019	Directors	Updated
1.4	May 2020	Directors	Updated

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6. Convention: Bookings

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 by credit card through a third-party company, Stripe or 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.

7. Convention: Cancellations by Organisation

7.1. Cancellation of a booking

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.

7.2. 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 forecasted extreme weather, **Educated by Nature** will arrange either:

- 🌿 an adapted indoor program (dependent on program and space available) or
- 🌿 an alternative date

A maximum of two postponements will be permitted if due to extreme weather. Additional postponements will incur a 30% administration fee.

Extreme weather is determined by **Educated by Nature** based on alerts from the Australian Government - Bureau of Meteorology (<http://www.bom.gov.au>).

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7.3. Extenuating Circumstances

Educated by Nature acknowledges that in some instances extenuating circumstances may arise. In these cases, and at the Director's discretion, a refund may be provided or a postponement arranged.

8. Convention: Cancellations by Educated by Nature

If **Educated by Nature** needs to cancel for any reason, we will contact the organisation to either:

- 🌱 Find an alternative date for postponement or
- 🌱 Provide a full refund

9. Related

9.1. Related Documents

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

9.2. Authority

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

9.3. Resources

- 🌱 Government of Western Australia, Department of Mines, Industry, Regulation and Safety
<https://www.commerce.wa.gov.au/consumer-protection/cancelling-supply-service>
- 🌱 Australian Competition and Consumer Commission
<https://www.accc.gov.au/consumers/consumer-rights-guarantees/cancelling-a-service>