

# CANCELLATION & PAYMENT POLICY

**ALL PROGRAMS (INCLUDING HOLIDAY, FREE, TERM, KINDY, HOME SCHOOL, LITTLE EXPLORERS, EVENTS, NDIS & PROFESSIONAL DEVELOPMENT)**

## SEVERE WEATHER CANCELLATION

Severe weather compromises the safety of all participants at Wild Gully. The severity of the weather event can pose different challenges for different sites and may include but not be limited to thunderstorms, high winds with the risk of branches falling, flash flooding, extreme tides or wave action (in coastal sites). If severe weather is forecast and a new venue cannot be found, the session may be cancelled in advance (the day before or earlier) we are able to offer you a credit towards another session at Wild Gully.

If a session is cut short or cancelled half way through due to a severe weather event or unsafe conditions, we are unfortunately unable to refund the days fees.

## WET WEATHER

We are an 'all weather' program meaning that all of our programs go ahead in wet weather as long as it is safe. We put up temporary rain shelters but participants will very likely still get wet (usually by choice). Please ensure all attendees (children, students AND staff) are appropriately dressed and prepared.

Please note that if your school/centre decides to cancel on the morning of your booked program due to rain you will incur a cancellation fee.

## WILD GULLY THERAPY & NATURE PLAY PAYMENT AND CANCELLATION POLICY

### Payment

Fees vary from program to program but must be paid up front (for the upfront price) via Credit/debit card, Paypal, or Direct Deposit or by other payment options by prior arrangement before a program starts. This gives Wild Gully time to organise resources, cancel/rearrange programs, staff, venue hire etc. if we don't meet minimum requirements for that particular program. If an attendee registers but does not pay by this time, the attendee will be unable to participate in the program.

### Absence (sick) Policy

Because fees, costs, resources and staffing are based on particular ratios, Wild Gully Therapy & Nature Play unfortunately cannot offer 'make-up' days or offer refunds if an attendee is absent due to illness. You have the facility to re-schedule your booking prior to it beginning.

### Cancellation Policy



Wild Gully Therapy & Nature Play is committed to providing our families with the opportunity to partake in Nature Play activities, however our numbers are limited by our ratios. When a family cancels without giving enough notice, they prevent another family from participating in our program. We also book our activity providers and staff based on a certain minimum number of children. When a family pulls out at the last minute, we then have to try and fill this space at the last minute or pay for these places that aren't filled ourselves.

We understand that at times life happens and you may need to cancel. Please contact prior to 48 hours beginning of the program start time to qualify for a full refund. Cancellation within 48 hours of the program start time will result in a loss of 100% of your fees. Once the program has commenced, cancellation will mean a forfeit of all fees paid. Fees from Stripe & Paypal will be deducted from your refund, as they are already charged to Wild Gully Therapy & Nature Play for the initial booking. These will be refunded into your nominated account within one week of your cancellation.

We do not refund Open Day cancellations as we lose money in Paypal fees and administration costs meaning it costs us more to refund you than it was to attend to begin with. We hope you understand.

Memberships and Term Specials are ineligible for a refund, only when Wild Gully Therapy & Nature Play cancel these, due to weather conditions or other reasons.

### **Program Cancellation**

If a program is cancelled due to minimum numbers not being met your family will be entitled to either a full refund or the choice of another program. We will re-schedule your session first, before a refund is given.

## **WILD GULLY EXCURSION & PROFESSIONAL DEVELOPMENT WORKSHOP PAYMENT & CANCELLATION POLICY**

### **Confirmation of bookings**

- The minimum booking fee, or 50% of the total booking fee (please enquire) must be paid as a deposit within 7 days of receiving your invoice to confirm your booking. You may lose your preferred date if payment is not received by this date.

**Make a payment** - Full payment of invoices must be made within 7 days of receiving your invoice, either by:

### **Direct deposit**

Bank: Bendigo

BSB: 633 000

Account No: 192 320 158

Please quote your invoice number

### **Payment Details and Cancellation Policy**



*Wild Gully Therapy & Nature Play – Est: 2022*  
*e-mail wildgully@gmail.com ABN – 58 104 703 650*

## Groups – school, after school care, holiday care etc

- Final participant numbers must be confirmed a minimum of one week prior to date of booking to ensure we can staff your booking at the correct ratio and have adequate resources organised for the day.
- Cancellation within 2 weeks of your booking will result in the loss of your security deposit.
- Final payment is due within 7 days (post) excursion/workshop/program.
- No refund will be given if a booking is cancelled within 7 days of your scheduled booking date. You will be required to pay the full amount of your invoice, including any outstanding payments.
- Any changes to your booking must be made in writing by emailing [hello@wildgully.com](mailto:hello@wildgully.com) including adjustments to student numbers, dates and times.

## Events Cancellation Policy

- Refunds may only be issues for programs and events that have been cancelled by Wild Gully Therapy & Nature Play. Purchased tickets to any scheduled program or event may not be refunded by purchaser, however a credit may be applied for future events.

## 3. VERSION CONTROL

<b>Version Number</b>	<b>Approval Date</b>	<b>Approved by</b>	<b>Amendment Details</b>
1.0	March 2022	Director	Created
1.1	October 2023	Director	Created

