



Care for, connect with and celebrate country.

Terms and Conditions

The below Terms and Conditions are for the Know Your Patch Community Program. Activities are delivered by Know Your Patch, Nearer to Nature and River Guardians for this program.

Cancellation policy

If you need to cancel your ticket/s for an activity, please notify Know Your Patch via emailⁱ as per the following conditions:

- A full refund will be provided for cancellations up to 48 hours prior to the activity start time.
- Any cancellations with less than 48 hours' notice will not be refunded.

Know Your Patch has the right to cancel or modify an activity for any of the following reasons:

- Severe weather warningⁱⁱ
- Hot weather policy if the temperature is over 38°Cⁱⁱⁱ
- Unforeseen circumstances due to location, staffing or participation limits
- Bushfire advice from Department of Biodiversity, Conservation and Attractions- Parks and Wildlife Service and/or Department of Fire and Emergency Services

If Know Your Patch cancels an activity, you will receive notification via email and/or text message. We will do our best to notify you the day before your activity, but in some circumstances, you may not be notified of the activity cancellation until the day of. Know Your Patch has the right to cancel or modify the activity at any point up to the activity start time.

COVID-19 Conditions

These conditions are subject to change following advice and regulations as directed by the WA State Government and Department of Health.

Know Your Patch will:

- Ensure hand sanitiser is available for use.
- Disinfect equipment before and after each activity.

Please ensure that all the following COVID-19 conditions are adhered to:

- If any participant/s arrive with a cough, runny nose or fever, Know Your Patch has the right to ask that you not participate in the activity.
- Do not attend, if the participant/s or family members are displaying Covid-19 symptoms, have been in contact with a confirmed COVID-19 case, are awaiting a COVID-19 test result or have been advised to isolate.

If you need to cancel within 48 hours of the activity start time due to a COVID-19 related reason (as listed below), you will be provided with a credit^{iv} up to the value of your cancelled activity^v:

- Participant/s or family members are displaying COVID-19 symptoms
- Participant/s or family members have been in contact with a confirmed COVID-19 case
- Participant/s or family members are awaiting a COVID-19 test result



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- Participant/s or family members have been advised to isolate

You will not be issued a credit for any non-COVID-19 cancellations within the 48-hour period as per our cancellation policy. If you have not notified Know Your Patch of your COVID-19 cancellation by the activity start time, you will not be entitled to a refund or a credit.

ⁱ Please note the below email addresses for cancellations:

Know Your Patch delivered programs: knowyourpatch@dbca.wa.gov.au

Nearer to Nature delivered programs: n2n@dbca.wa.gov.au

River Guardians delivered programs: communtiy@dbca.wa.gov.au

If you unsure who to email for your cancellation, check your confirmation or reminder email or email knowyourpatch@dbca.wa.gov.au

ⁱⁱ This policy is fluid and can change depending on the location and activity which is being delivered. Know Your Patch may move the activity to a new location to ensure the safety of participants while still delivering the activity. In this case, a full refund will be offered to those who cannot participate at the new location.

ⁱⁱⁱ This policy is fluid and can change depending on the location and activity which is being delivered. Know Your Patch may choose to run the activity, but at a reduced duration.

^{iv} Credit is only provided for cancellations who have notified Know Your Patch before the activity start time.

^v The credit is valid for one year.



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