



# Nearer to Nature

## Terms and Conditions

The below Terms and Conditions are for the Nearer to Nature South West Community Program. Activities are delivered by Nearer to Nature South West.

### Cancellation policy

If you need to cancel your ticket/s for an activity, please notify Nearer to Nature South West via email\* 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.

Nearer to Nature South West has the right to cancel or modify an activity for any of the following reasons:

- Hot weather policy if the temperature is over 38C\*\*
- 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 Nearer to Nature South West cancels an activity, you will receive notification via email and/or text message. We will do our best to notify you the day before the activity, but in some circumstances, you may not be notified of the activity cancellation until the day of. Nearer to Nature SW 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.

Nearer to Nature 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, Nearer to Nature SW 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-29 symptoms, have been in contact with a confirmed COVID-19 case, are awaiting a COVID-19 test result or have been advised to isolate.



## Nearer to Nature

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\*\*\* up to the value of your cancelled activity\*\*\*\*.

- 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
- 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 Nearer to Nature South West of your COVID-19 cancellation by the activity start time, you will not be entitled to a refund or a credit.

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\* Please note the below email address for cancellations:

Nearer to Nature South West: [swecoed@dbca.wa.gov.au](mailto:swecoed@dbca.wa.gov.au)

\*\* This Policy is fluid and can change depending on the activity being delivered. Nearer to Nature South West may choose to run the activity, but as a reduced duration.

\*\*\* Credit is only provided for cancellations who have notified Nearer to Nature South West before the activity start time.

\*\*\*\* The credit is valid for one year.