



Shire of
Plantagenet
Mount Barker • Kendenup • Narrikup
Porongurup • Rocky Gully

School Holiday Programs - Terms and Conditions

Parent/ guardians are required to agree to these Terms and Conditions when booking activities online.

BOOKINGS

Bookings and payment for programs are preferably made online and in advance.

Maximum Numbers: activities have a maximum number of participants and places are confirmed once registrations and/or payment is made.

Participant Information: at the time of booking, all relevant information relating to allergies, medical conditions, physical or sensory needs or behaviours must be disclosed (if relevant).

Waitlist: when spaces are full, parent/ guardians can be put on a waitlist via the bookings page or by contacting the Shire.

Participant age: each participant must fall within the participation age for the specific activity to maintain the safety of all participants, capability and to maintain group dynamics.

PARTICIPANTS 8 YEARS OR UNDER MUST BE ACCOMPANIED BY AN ADULT.

CARERS AND SUPPORT WORKERS ARE WELCOME TO ATTEND FREE OF CHARGE.

CANCELLATION/ REFUND

All programs are subject to minimum and maximum numbers of participants.

Activities that don't reach the minimum number of participants may be cancelled – parent/ guardians will be notified prior to the program start date and be issued a full refund (if applicable).

If a program is cancelled due to unforeseen circumstances (i.e. weather), a full refund will be issued.

If your child is unable to attend an activity, a full refund will be issued if ONE or more working days' notice is given of the cancellation.

The Shire does not offer credits for other programs and refunds may take up to 15 days to process.

PARENT/ GUARDIAN RESPONSIBILITIES

Parent/ guardians will receive a confirmation email, including a copy of the Terms and Conditions to confirm date, time and location of each school holiday activity booked.

Parent/ guardians are responsible for the below on every school holiday activity:

1. Sign in/ sign out: all participants must be signed in and out by their parent/ guardian and verbal confirmation must be given to a staff member if another adult is to pick up the participant at the end of the activity or the participant is to leave an activity and walk home.
2. Program Requirements: parent/ guardians are responsible for ensuring their child has all items required of them, as outlined on the Confirmation Form (for example: water bottle, closed in shoes, safety gear, lunch etc.)
3. Allergies: parent/ guardians are responsible for disclosing any allergies during the booking process.

OTHER CONSIDERATIONS

Behaviour and Child Safety: The Shire takes the safety of all children very seriously, is committed to the safety and wellbeing of children and young people and has zero tolerance of aggressive or abusive behaviour. If a participant is continuously disruptive, demonstrates inappropriate behaviours and/or refuses to follow instructions given by staff, parent/ guardians may be notified that their child has been removed from the activity, and may be suspended from other activities for a period of time. If requested, parent/ guardians are required to collect their child from the activity.

Accident or illness: Shire staff are first aid trained and will attend to any accident or illness and will call emergency services if necessary. Parent / guardians are responsible for ensuring their child is safely able to participate in the activity booked. In the event of accident or illness, Shire staff will attempt to contact parent/ guardians. Parents / guardians will be responsible for any costs resulting from medical treatment for example ambulance fees.

PHOTO PERMISSION

Photographs: The Shire reserves the right to use any photographs, digital images or film taken at School Holiday programs for the purposes of advertising, publicity, marketing or promotion.

PLEASE ADVISE SHIRE STAFF PRIOR TO THE BOOKED ACTIVITY IF YOU AND / OR YOUR CHILD DO NOT WISH TO APPEAR IN SUCH PROMOTIONAL MATERIAL.

COMPLIMENTS/ COMPLAINTS

If you have any compliments, or complaints about the process of booking, the sign in or out at an activity or any other aspect of the School Holidays program, please call the Shire of Plantagenet on 9892 1111 and ask to speak to the Manager of Community and Recreation Services, or submit via email info@plantagenet.wa.gov.au

DISCLAIMER: The Shire of Plantagenet reserves the right to vary these Terms and Conditions (including all fees and charges) at its discretion. It is your responsibility to carefully read and understand these Terms and Conditions prior to any new booking with the Shire of Plantagenet.