

City of Wanneroo: Childhood and Youth Services School Holiday Programs – Terms and Conditions

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

BOOKINGS

- **Online only:** bookings and payment for programs can only be made online; not over the phone and not on the day of the program.
- **Maximum Numbers:** all activities have a maximum number of participants and places are confirmed once payment is made (places cannot be reserved without payment).
- **Participant Information:** at the time of booking, all relevant information relating to allergies, medical conditions or behaviours must be disclosed (if relevant).
- **Waitlist:** when spaces are full, parent/ guardians can be put on a waitlist by calling 9405 5000.
- **Participant age:** each activity is appropriate for specific age groups to maintain the safety of all participants, capability and to maintain group dynamics. Only younger participants turning the minimum age of the activity within the SAME MONTH of the activity can attend.
- **Proof of Age:** all new bookings must ensure that the correct birthdate for each child is entered, and must upload appropriate proof of age document for each child to confirm a booking (see below). You will not be able to proceed with booking until this step is finalised. **Accepted proof of age documents include:** birth certificate/ extract, school registration, passport, student card etc.
- **Program bookings are not transferrable to other children:** this is to ensure the safety of your child and all other participants ensures the correct information about allergies and medical conditions are provided and does not affect the smooth running of school holiday programs:
 1. If a participant's place is cancelled 3 working days prior to the activity, a refund will be issued.
 2. Parent/ guardians cannot transfer the booking onto another participant.
 3. City staff will not accept children/ young people on the day that are not registered to replace the space of someone who cannot attend.

CANCELLATION/ REFUND

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

- Programs that don't reach the minimum number of participants may be cancelled – parent/ guardians will be notified two days 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 a program booked:

- If a medical certificate can be provided in the instance a child is unwell or injured, a full refund will be issued (regardless of notice given).
- Where THREE or more days' notice is given (three working days), the City will issue a full refund.
- The day before – no refund can be issued, unless a medical certificate is provided.
- If a place is canceled on the day, or the participant does not attend on the day with no notice, no refund can be issued, unless a medical certificate is provided.
- The City does not offer credits for other programs.
- Refunds may take up to 15 days to process.

PARENT/ GUARDIAN RESPONSIBILITIES

Parent/ guardians will receive the following communication to confirm date, time and location of each school holiday activity booked:

- Confirmation email and confirmation form, including a copy of the Terms and Conditions.
- Text message two days prior to the excursion as a reminder.

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 City staff member, and recorded in writing, if:
 - o Another adult is to pick up the participant at the end of the activity
 - o Participant is to leave 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 (water bottle, closed in shoes, lunch etc.)
3. **Allergies:** parent/ guardians are responsible for disclosing any allergies during the booking process. The City requests, due to the high incidence of allergies that parent / guardians refrain from including any nuts or nut related products in your child or children's snacks.

OTHER CONSIDERATIONS

- **Behaviour and Child Safety:** the City 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. City staff are trained to manage and de-escalate anti-social or disruptive behaviours, however, 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.
- **Aggressive/ abusive behaviour:** the City has zero tolerance of aggressive or abusive behaviour, whether from children/ young people, parent/ guardians or community members is unacceptable and these behaviours put both staff and participants at risk. City staff are not required to deal with any abusive behaviour from participants, parent/ guardians or community members – if behaviour cannot be de-escalated, police may attend. Behaviour may impact attendance at future activities, as determined by the City.
- **Accident or illness:** City staff are first aid trained and will attend to any accident or illness. Parent/ guardians are responsible for ensuring their child is safely able to participate in the activity booked. In the event of accident or illness, City staff will attempt to contact parent/ guardians first, and if unable to reach them, will call emergency services (if necessary).
- **Photographs:** The City 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. Unless previous advice is received by the City of Wanneroo, indicating that participants (or by Parent / Guardians) 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 City on 9405 5000 and ask to speak to the Team Leader of Youth Services, submit via email enquiries@wanneroo.wa.gov.au, or online:

www.wanneroo.a.gov.au/info/20003/council/188/compliments_feedback_and_complaints

DISCLAIMER

The City of Wanneroo 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 City of Wanneroo.