

**Cranbourne Friends Royal Botanic Gardens Victoria Inc No A002528 1B
Events Bookings and Cancellation Policy**

For Cancellations see clause 8

1 Scope

The Cranbourne Friends Royal Botanic Gardens Victoria (CFRBGV) bookings and cancellation policy applies to all Events organised by the CFRBGV Events Subcommittee. (It does not cover Events held jointly with Royal Botanic Gardens Victoria, Cranbourne Gardens).

2 Definitions

Events—includes all Events organised by CFRBGV, including Events jointly run with Melbourne Friends Royal Botanic Gardens Victoria (MFRBGV), and held either at Royal Botanic Gardens Victoria, Cranbourne Gardens or at other locations, whether local, interstate or overseas, of any time length.

ESC—CFRBGV Events Subcommittee

CFRBGV Website—CFRBGV website (www.rbgfriendscranbourne.org.au)

Naturelink—quarterly newsletter of CFRBGV

Quicklink— monthly newsletter of CFRBGV

3 Expressions of interest

- Some Events require a large amount of planning (e.g. overseas tours) and to ensure the effort of planning is warranted, CFRBGV may call for expressions of interest via *Naturelink* / *Quicklink* and the CFRBGV website.
- Expressions of interest are not binding nor lead to preferential treatment or priority for bookings, unless specified otherwise.

4 Promotions

- ESC will promote their Events primarily in *Naturelink* / *Quicklink* / Email and on the CFRBGV website, calling for bookings and advertising the cost, and closing date for bookings.

5 Bookings and payments

- Bookings must be made by email or post via the Booking Form.
- Bookings will be processed in order of receipt whether by email or post.
- Bookings will not be accepted without the required payment.
- Once payment is received, the booking will go onto the Booking Register if places are available. Bookings in excess of the maximum number of places will be placed on the waiting list.
- Those on the waiting list will be offered places should a vacancy occur. A refund will subsequently occur if a place does not become available to attend the event either by cheque or direct deposit
- Should the number of booking applications vastly exceed the number of places available for an activity, the ESC may choose to offer a rerun or similar activity. Wait-listed applicants will be invited to book for this activity prior to the opening of bookings.

6 Insurance

- For extended tours, participants should organise their own insurance that will cover them for personal health, accident, death, loss of personal property and inability to participate in the tour. (For overseas tours arranged through registered travel agents, advice and assistance with insurance may be provided by the travel agent.)
- For short-term Events (half- to full-day workshops, discovery days and visits etc.) the insurance policy held by the CFRBGV covers participants for costs incurred in a physical accident.

7 Publication of policy

This Bookings and Cancellation Policy is published on the CFRBGV website. Participants will be issued a copy of the Booking and Cancellation Policy on receipt of a booking form and relevant payment.

8 Cancellations

8.1 Short-term Events (half- to full-day workshops, discovery days & visits etc.)

- If a cancellation is lodged with more than 7 days notice of the activity date100% refund will be made.
- If a cancellation is lodged within 7 days or less of the activity date no refund will be made.
- The Events Subcommittee will review all verbal or written applications for a refund that are not covered by the above conditions.
- At the discretion of the Events Subcommittee, once Cranbourne Friends Royal Botanic Garden Victoria costs have been covered, a full or partial refund may be given on the basis of compassionate grounds, or for other serious reason(s).

8.2 Mid- to long-term Events (weekend discovery tours, extended local, interstate & overseas tours)

- The cancellation procedures may vary from tour to tour.
- Cancellation arrangements will be advertised on the Friends of Royal Botanic Gardens Cranbourne website and sent to participants with confirmation of booking.