



Events Bookings and Cancellation Policy

1 SCOPE

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

2 DEFINITIONS

- CFRBGV: Cranbourne Friends Royal Botanic Gardens Victoria
- ESC: The Events Sub-Committee of the CFRBGV.
- Events: Means all events/tours organized by CFRBGV, including Events jointly run with Melbourne Friends Royal Botanic Gardens Victoria and held either at Royal Botanic Gardens Victoria, Cranbourne Gardens or at other locations, whether local, interstate or overseas, and of any time length.
- Eol: Expressions of Interest.
- Levy: The levy is a charge which covers the cost of several Tour expenses not included in the tour costs: a proportion of the levy is also allocated to specific Royal Botanic Gardens Victoria, Cranbourne Garden projects
- TidyHQ: Online management tool used for bookings and memberships.
- Naturelink: The quarterly newsletter of CFRBGV.
- Quicklink: The monthly electronic newsletter of CFRBGV.
- Website: www.rbqfriendscranbourne.org.au

3 EXPRESSIONS OF INTEREST

- Some events require a large amount of planning (e.g., interstate, intrastate and overseas tours). To ensure the effort of planning is warranted, CFRBGV may call for Eol's via Naturelink / Quicklink and the CFRBGV website.
- Eol's are not binding, nor do they lead to preferential treatment or priority for bookings, unless specified otherwise.
- Eol's are usually notified of the event prior to the general members and thus can proceed with booking and payment for the event/tour.

4 PROMOTIONS

ESC will promote their Events primarily in *Naturelink / Quicklink* and on the CFRBGV website, by email and on social media if applicable, calling for bookings, advertising the cost and the closing date for bookings.

5 TALKS, WORKSHOPS (HALF OR FULL DAY), DISCOVERY TOURS

5.1 BOOKINGS AND PAYMENTS

- a) Bookings must be made by via TidyHQ, or by email or post using the Booking Form which should be sent to the Booking Officer along with payment.
- b) Payments can be made by Credit Card if booking with TidyHQ; electronic transfer to the CFRBGV Bank account; cheque (payable to CFRBGV Inc.) sent to the Booking Officer, or cash deposited at a NAB branch.
- c) Bookings will be processed in order of receipt whether made by TidyHQ, email or post.
- d) Bookings will not be accepted without the required payment.
- e) Once payment is received, the booking will go onto the Booking Register. Bookings in excess of the maximum number of places will be placed on the waiting list.
- f) Those on the waiting list will be offered places should a vacancy occur. If a place does not become available a refund will be made either by direct deposit (preferable) or by cheque.

5.2 CANCELLATIONS

- a) If a booking has to be cancelled, the Booking Officer and/or the organizer of the Event should be notified in writing (either by email or post) as soon as possible.
- b) If a cancellation is lodged with more than 7 days' notice of the event date, a refund of 100% will be made less any booking fees (e.g., to TidyHQ).
- c) If a cancellation is lodged within 7 days or less of the event date, no refund will be made. This may change if the vacancy created is filled by a person from the waiting list in which case a refund may be made less any booking fees (e.g., to TidyHQ).
- d) The Events Subcommittee will review all written applications for a refund. At their discretion, once CFRBGV costs have been covered, a full or partial refund may occur based on compassionate grounds or for other serious reasons. A credit towards future events will not be accepted.
- e) If, in the event of circumstances beyond the control of event organizers, it becomes necessary to cancel event(s), the Organiser will notify all registered event participants as soon as possible. Registered participants will be advised how refunds will occur. Where payments have been made through a third party, Cranbourne Friends cannot guarantee refunds will be available to participants if an event is cancelled.

5.3 NOTIFICATION OF BOOKING AND CANCELLATION POLICIES

The Booking and Cancellation Policy will be emailed to participants after receipt of a booking form and the relevant payment. The Booking and Cancellation Policy is also available on the CFRBGV website at:

<https://rbgfriendscranbourne.org.au/new/wp-content/uploads/Booking-and-Cancellation-Policy-24.pdf>

6 TOURS: WEEKEND DISCOVERY, INTRASTATE, INTERSTATE AND OVERSEAS

6.1 MEMBERSHIP OF FRIENDS

All participants of Discovery Weekend Tours, extended local, interstate, and overseas tours must be members of the Cranbourne Friends or the Melbourne Friends. If a partner or friend is not a member, that person must become a member of the Friends before a booking is accepted.

6.2 BOOKINGS AND PAYMENTS

- a) Once a tour is deemed viable, initially only members who have placed an EOI will be sent a booking form. The bookings will then be opened up to the entire Cranbourne membership.
- b) Initial bookings must be made by via TidyHQ, or by emailing or posting the Booking Form to the Booking Officer, along with payment of a levy. Further payments will be required closer to the date of the tour to a Tour Operator engaged by the ESC - CFRBGV.
- c) Bookings will be processed in order of receipt whether by TidyHQ, email or post. Bookings will not be accepted without the required payment.
- d) Each booking will go onto the Booking Register once payment is received and if a place is available. Bookings in excess of available places will be placed on a waiting list.
- e) Those on the waiting list will be offered places should vacancies occur.
- f) For any intrastate or interstate tour, it is highly recommended that participants obtain private **travel insurance**.
- g) **Private travel insurance** is mandatory for overseas tours. Insurance should be taken out prior to paying any money to the tour operator.
- h) Travellers are urged to fulfil vaccine requirements recommended by the Australian Government. Such provisions are for the protection of individual travellers as well as for their fellow travellers.
- i) Travellers will be asked to comply with COVID vaccine or quarantine requirements if this becomes a condition of interstate or overseas travel, or for re-entry to Victoria or Australia.

6.3 CANCELLATIONS

- a) If a member cancels a booking for a tour the Booking Officer and/or the organizer of the Event should be notified in writing by email or post as soon as possible.
- b) A refund of the levy will be paid to a participant if they cancel the tour minus any booking fees (e.g., TidyHQ). This will be made by the CFRBGV. A credit towards future events will not be accepted. Other monies paid can possibly be claimed either through the Tour Operator or through travel insurance.
- c) Cancellation arrangements may vary from tour to tour in keeping with commitments already entered into or payment already made to third parties such as tour operators, hotels/other accommodation operators, bus companies etc.
- d) If, in the event of circumstances beyond the control of event organizers, it becomes necessary to cancel particular event(s), the Tour Organiser will notify all registered event participants as soon as possible. Registered participants will be advised how refunds will occur. Where tour payments have been made through a Tour Operator, Cranbourne Friends cannot guarantee refunds will be available to participants if a tour is cancelled.

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