



## Canoeing Victoria, Terms and Conditions

1. Cancellations and alterations by Canoeing Victoria:
  - Canoeing Victoria reserves the right to cancel a session at any time, or change the time and place of a session in the event of unforeseen circumstances, including (without limiting the generality of the foregoing) weather and/or water conditions that the instructor considers are unsafe for the conduct of the session, and the unavailability of any instructor due to illness or otherwise.
  - Where possible, Canoeing Victoria will consult with the contact person to arrange the cancellation or alteration.
  - Canoeing Victoria will make every effort to offer a further session to replace a cancelled session.
2. Payment:
  - A tax invoice will be sent to you within 7 days of your provisional booking.
  - The full fee is payable within 14 days of receipt of the tax invoice.
  - If the fee is not paid within this time, the booking will be treated as being unconfirmed and the time booked will be made available to other clients.
3. Refund & Postponements:
  - The following refunds apply to individuals or organisations that cancel a course, session or program:
    - Four weeks or more notice - full refund of total fee.
    - Two to four weeks notice – 50% refund of total fee.
    - Less than two weeks notice – no refund.
    - Less than two weeks with a doctor's medical certificate will allow a participant to postpone a course or assessment and rebook on to another date once.  
Please note that a reduction or refund is not available for the absence of a student from a session.
  - The following refunds apply to individuals or organizations that postpone a course, session or program:
    - Four weeks or more – no postponement fee
    - Two to four weeks notice – incur a 10% of program, course or session cost fee
    - Less than two weeks notice – incur a 25% of program, course or session cost fee
    - Less than two weeks notice – a participant may re-book on to an alternative date without an additional fee once.
  - A full refund applies if Canoeing Victoria cancels a session for any reason.
  - Canoeing Victoria Reserve the right to cancel programs after repeated postponement by client organizations with a 25% refund of the program.
4. Confirmation of booking:
  - No booking is confirmed until a signed and dated copy of these terms and conditions by an appropriate representative from the school is received by Canoeing Victoria. This must be received prior to commencement of a session.
5. Behaviour:
  - Canoeing Victoria reserves the right, at any time before or during the conduct of any session, to refuse to allow any person to participate, or to continue to participate, in such a session, if the instructor considers that the conduct of that person has given or may give rise to an unacceptable risk to the safety of that person, or any other student, any instructor or any other person.
6. Medical conditions and emergency contact details:

- Details of participants with medical conditions that may affect or be affected by kayaking must be received Canoeing Victoria prior to commencement of the session.
  - Emergency contact details and medical information on all participants must be available from the supervising teacher at the venue.
7. Australian Canoeing/Canoeing Victoria Triallist Form:
- All participants that are not members of Australian Canoeing/Canoeing Victoria must complete an Triallist Form that must be signed by their parent or legal guardian if the participant is under 18 years of age.
8. Supervision of participants under 18 years of age:
- 7 It is mandatory that the organisation booking the program provides a responsible adult to supervise any participant under 18 years of age during the canoeing session, including in change room/ toilet facilities.
  - 8 Supervisors must have participant emergency contact and medical information available at the venue for participants under 18 years of age.
  - 9 Should there be any issues (including participant behavior) during the program, or session the supervisor will be expected to participate in any resolution.