



Education Bookings Terms and Conditions

The following terms and conditions apply to individual and group clients at Callan Park, Centennial Parklands, and Western Sydney Parklands. It is the client's responsibility to ensure that all participants of their group are familiar with the conditions.

1. Rates

- a) **Annual Rates:** Rates will be reviewed and updated at least each financial year.
- b) **Quotes:** A quote is only valid for the financial year in which it was given. Rates are subject to change each financial year and increases may apply. Where a quote is issued for the upcoming financial year, the appropriate rate adjustments will be made. Please refer to our [Education and community programs rate card](#) for group bookings rates.

2. Booking Amendments and Payments

- a) **Public programs:** Booking of an activity through any of Greater Sydney Parklands' websites are final and cannot be amended. Payments will be made online via the booking portal. Booking fees may apply and will be displayed on event prior to booking.
- b) **Group bookings:** These bookings are made directly through [our booking officers](#). Enquiries can be made by phone or email as specified on our website. A booking confirmation

will be sent upon enquiry, this confirmation formalises the booking and its associated costs. An invoice will be sent upon completion of activity. Payment is required within 30 days of receipt of invoice. Payment methods will be outlined on invoice.

- c) **School bookings:** These bookings are made directly via [our booking officers](#). Enquiries can be made by phone or email as specified on our website. A booking confirmation will be sent upon enquiry, this confirmation formalises the booking and its associated costs. An invoice will be sent upon completion of activity. Payment is required within 30 days of receipt of invoice. Payment methods will be outlined on invoice.

3. Refunds and Cancellations

- a) **Wet weather:** All Greater Sydney Parklands programs will go ahead in wet weather. In the case of severe weather (high winds, torrential rain, or lightning), Greater Sydney Parklands might cancel an activity. A refund might be offered at Greater Sydney Parklands' discretion.
- b) **COVID-19, Infectious Disease and Viruses:** Individuals and group organisers are to ensure that all attendees associated with the booking do not attend if: We/I show any COVID-19,

Infectious disease or virus symptoms or feel unwell. We/I have had a fever, diarrhea or vomiting within 12 hours of the program. We/I have been asked to self-isolate. We/I have had a positive COVID-19 test result and continue to have symptoms.

If any of the above apply to you or any attendees associated with the booking, we request that you do not attend this program, please contact us via education@gsp.nsw.gov.au to arrange a refund of your ticket.

- c) **Public Programs:** No refunds apply for cancellation of bookings made through Greater Sydney Parklands' website or our booking portal. It is the responsibility of the client to check their availability and numbers of tickets booked prior to completing the booking. We reserve the right to cancel the event in case of dangerous weather or if minimum participation numbers are not met.
- d) **Group (except schools):** Where a cancellation is requested within 48 hours of the booking commencement time, a cancellation fee will apply.
- e) **Schools:** Where a cancellation is requested within 8 days of the booking commencement time, a cancellation fee will apply.