

Cancellation Policy

Bush Play Villages

Term bookings

If you choose to cancel after signing up for the term, no refunds, credits, or transfers will be given. We are a small business and allocate resources and staffing for the term depending on numbers of enrollments. However, we know sometimes this is unavoidable and if the spot can be filled, a credit may be offered.

If a village is cancelled due to minimum numbers not being met, you will be issued a full refund.

If you booked for the term and your child is sick or there is a family emergency let us know as soon as you can. We understand that life happens. If you can provide notice, we will give a credit of equal value. This credit is valid for one missed session and can only be used for the following term.

Casual Sessions

If your child is sick or there is a family emergency let us know as soon as you can. We understand that life happens. If you can provide notice, you will be eligible to join the next session. This is valid only for the next available session.

No refund or credit will be offered for future missed sessions.

You are able to transfer your spot to a friend if you provide their details.

Severe weather cancellation

If we need to cancel a session for the safety of participants, due to severe weather, including, but not limited to, thunderstorms, severe winds or flash flooding, participants will be offered a credit or make up session or refund.

If a session is cut short or cancelled halfway through due to a severe weather event or unsafe conditions, we are unfortunately unable to refund the days fees.

Wet weather

We are an 'all weather' program meaning that all our programs go ahead in wet weather if it is safe. All our locations have access to shelter, but participants will very likely still get wet (usually by choice). Please ensure all participants are appropriately dressed and prepared.

Bush Mamas Postpartum Village

If you choose to cancel once the term has commenced, no refunds or credits will be given. You are able to transfer your space to another mama if you provide us with their details. We are a small business and allocate resources for the term and pay our expenses (guests and fees) per term.

However, we know sometimes this is unavoidable and if the spot can be filled, a refund or credit may be offered. If the term has already commenced we won't be able to provide a refund.

If a village is cancelled due to minimum numbers not being met, you will be issued a full refund.

If you or your child are sick or there is a family emergency, please let us know as soon as you can. We understand that life happens. If you can provide notice, we can provide a credit. This credit is valid for one missed session and can be used only for the following term at our Bush Play Villages.

Women's circles and other events

If you cannot make the circle, you are able to transfer your spot to a friend if you provide their details. A credit or makeup may be offered if enough notice is given. No refunds will be offered for cancellations.