

Cancellation Policy

Term bookings for all programs

Where circumstances require the cancellation of a Term booking participants are required to notify Free to be Bush Play and Learning in writing Roxanne.freetobe@gmail.com at least 5 business days before the commencement of term to cancel and receive a refund.

Cancellation with less than 5 business days' notice will be charged 50% of the rate, unless under extreme circumstances.

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 are able to provide notice, we will give a credit of equal value that you can use for any of our future events. This is valid for one missed session.

Future missed sessions due to sickness or otherwise will be offered to attend a make up session on an alternative day, if this does not suit, no refund or credit will be offered.

Alternatively, if a participant chooses to withdraw from a session before the completion of the term program, depending on the circumstances, a credit may be offered but no refund will apply.

Severe weather cancellation

If I 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. We put up temporary rain shelters, but participants will very likely still get wet (usually by choice). Please ensure all participants are appropriately dressed and prepared.