ALL PROGRAMS

**SEVERE WEATHER CANCELLATION**

Extreme and dangerous weather can compromise the safety of all its participants at Homegrown Nature Play. If severe weather is forecast and a new venue cannot be organised, the session may be cancelled in advance (the day before or earlier). During this time, we will offer families a credit towards another session, workshops or products with the Homegrown Nature Play online shop. Due to a severe weather event or unforeseen unsafe conditions midway through a session, we unfortunately cannot issue a refund of the fees.

**WET WEATHER**

Our outdoors learning program takes place in wet weather, so long as it is safe for participants and staff. We construct temporary shelters but participants will likely get wet. All attendants must wear appropriate clothing, and bring a change of clothing too.

If families cancel on the morning of the booked program due to rain, you will incur a cancellation fee.

**Playgrow, Evergrow, Excursions and Holiday Programs Payment and Cancellation Policy**

**Payment**

Fees change depending on the program. Full program fees must be paid upfront via Direct Deposit or Credit Card before a program commences. This provides Homegrown Nature Play adequate time to prepare and organise staffing, materials and programs. If a participant registers but does not pay upfront, they will not be able to attend the program.

**Absence (sick) Policy**

All of our fees, costs, resources and staffing are based on Educator: Participant ratios. Because of this, Wild Play QLD cannot offer Make-Up sessions or offer refunds if the participant is unable to attend due to sickness.

**Cancellation Policy**

Homegrown Nature Play must adhere to correct Educator: Participant Ratios. When a family cancels without any notice, they stop another family from accessing the program. Homegrown Nature Play books activity providers and staff based on numbers. If we cannot fill your spot, we must pay for these places ourselves. You must contact us 48 hours before the session start time to qualify for a full refund. Cancelling within 24 hours of the program start time will result in a loss of 50% of your fees. If the program has commenced, cancelled means you forfeit all fees paid. We hope you understand.

**Program Cancellation**

If a program is cancelled due to minimum number requirements not being met, you will be entitled to a full refund or choose to use it for another program.