



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 members of their organisation 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, Payments, and COVID-19 tracing

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.

Attendees of public programs will be asked to sign in via the Service NSW app for COVID-19 tracing purposes.

b. Group bookings:

These bookings are made directly through [our booking officers](#).

Bookings can be made by phone or email as specified on our website.

A booking confirmation will be sent upon completion of group bookings. This confirmation formalises the booking and 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](#).

Bookings can be made by phone or email as specified on our website.

A booking confirmation will be sent upon completion of your school booking along with an invoice for the excursion chosen.

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, Greater

Sydney Parklands might cancel an activity. A refund might be offered at Greater Sydney Parklands' discretion.

b. COVID-19 regulations

If the attending child or the attending carer:

- shows any [symptoms](#) of COVID-19 as defined by the Department of Health
- has traveled overseas or to a COVID-19 hot spot in the last 14 days
- has been diagnosed with COVID-19 or is in quarantine

They must not attend the program.

Your booking will be refunded.

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.