

2024 Booking, Cancellation and Alteration policy



Empowering Extraordinary Minds

BOOKING POLICY

Schools and teachers need to be reminded of the many applications received each year to utilise this centre. It is inevitable that a number of schools miss out. The staff at this Centre have the unenviable job of advising schools that their application has been unsuccessful.

Within our allocation policy, we attempt to ensure equity of opportunity to all schools. When allocating places our policy guidelines take into account the following factors:

- large and small schools - small school combining is a favourable option
- geographically isolated schools
- State schools vs Non-state schools
- schools that applied and missed out the previous year
- repeat client schools
- group size
- schools with a preference for a 4 or 5 day residential experience
- order of incoming application submission
- teachers that are seeking a genuine educational experience for their students with a balance of outdoor and environmental learning objectives and a clear understanding of how your visit best supports your students' learning in the classroom

While every attempt to accommodate date preferences occurs and we endeavour to satisfy our client's choice, please understand there are many schools accessing our services and dates allocated are carefully thought out.

CANCELLATION / ALTERATION POLICY

- **Cancellation** within 9 weeks of your confirmed dates will incur a 50% fee based on the total for your booked numbers.
- We seek your **final numbers** that will participate in the program **within 4 weeks** of the program commencement
- **Alteration** - BIEEC will accept a 10% reduction in student numbers without financial penalty, 4 weeks prior to commencement of the program, from those identified in the original booking confirmation. Within 4 weeks, schools will still be charged for 90% of the original booking total.
- **Students incur all fees** regardless of the extent of participation in the program including late arrival and early departure.
- There is a **minimum number of 25 students** (with the exception of the Boating + RMDL Program – min. 8 students) to proceed with a booking at BIEEC. If less than 25 students attend, the school will be invoiced for 25 students. Small schools can make a joint booking with other small schools or BIEEC will attempt to join small schools together to make the booking viable.

Please note:

- Your school will be invoiced **after the visit**.
- Teachers, Non-teaching staff and adult helpers (A ratio of 1:10 students) are accommodated free of charge. Non-teaching staff and helpers in excess of this ratio will be charged \$16.50 per night.
- All costs listed **exclude GST**. Non-state schools will need to add GST to the prices. GST is not required for a transaction between two EQ schools.
- **Damage** caused by inappropriate behaviour or not adhering to the centres rules & procedures will incur a cost for repair or replacement.
- **A surcharge** of \$150 will be incurred by a group if the facilities are left in an untidy state to cover additional costs incurred by the centre associated with the clean-up.
- **Catering** is external to BIEEC fees. Late cancellations or alterations may still incur catering fees. See external caterer directly.

'Empowering extraordinary minds'