

Numinbah Valley Environmental Education Centre

Booking, Alteration and Cancellation Policy

NVEEC programs are in high demand and late cancellations may prevent other schools from accessing available bookings.

Schools are asked to notify NVEEC as soon as possible if they need to alter, postpone or cancel a booking.

Booking Confirmation

- Bookings are considered confirmed once written confirmation has been provided by NVEEC.
- Confirmation of a booking does not guarantee availability of specific activities, instructors or facilities, which may be adjusted due to operational requirements, weather conditions or risk management considerations.
- NVEEC will endeavour to accommodate all reasonable requests and advise schools of any changes as early as possible.

Alterations

- Schools should advise NVEEC of any changes to participant numbers, staffing or program requirements as soon as possible.
- Final participant numbers are requested no later than four (4) weeks prior to the commencement of the program.
- Significant changes to confirmed participant numbers or program requirements within four (4) weeks of the program may impact staffing, accommodation or catering arrangements and should be discussed with NVEEC.

Cancellation and Rebooking

- Bookings cancelled within four (4) weeks of the program commencement date will incur a cancellation fee of \$250.
- The cancellation fee will not apply where a booking is rescheduled to an alternative date within the same calendar year, subject to availability and agreement by NVEEC.
- Cancellations must be made in writing and submitted to NVEEC via email: admin@numinbahvalleyeec.eq.edu.au
- NVEEC reserves the right to waive the cancellation fee in exceptional circumstances at the Principal's discretion.

Residential Programs

- Residential dates are reserved exclusively for the booking school.
- Early notification of potential changes allows NVEEC to offer cancelled dates to schools on waiting lists.
- Schools are encouraged to discuss potential cancellations or postponements with NVEEC as early as possible.