

Terms of Engagement

A positive Wilderkids experience

1. For their safety, please ensure children are well prepared for all weather outdoor experiences, have a change of clothes and have sufficient food/water for the duration of the day. Children are required to carry their own backpack while exploring the Town Belt.
2. If your child needs to toilet while exploring the Town Belt please be aware bathroom facilities are at a minimum, and will probably not be available. Educators will have on hand poo pots (provided by the Department of Conservation) and privacy tents.
3. We ask you to declare any medical conditions or behavioural issues your child has so that we can provide appropriate care and support while s/he is in our care.
4. For all the children's safety and to maximise positive experiences, we have zero tolerance to violence. If violent behaviour occurs this can result in collection of your child and possible exclusion from the programme.
5. To ensure that your child has a positive and enjoyable experience please communicate the importance of listening and following instructions. Failure to do so may result in a phone call to the guardian and collection of your child.
6. For your child's safety and the safety of the community, mobility toys will be locked away on arrival, example; skateboards, bikes, scooters.
7. Mobile phones are permitted for emergency contact and photos. Please remind your children that they are not to be used as gaming devices. A failure to respect our nature-based, no-screens programme may result in the removal of the phone.
8. For your own safety and the safety of others, you are required to follow any other conditions or instructions provided by Sustainability Trust educators.
9. For your safety we ask that all health and safety procedures/ risk analysis located on the outside whiteboard at the Innermost Gardens be read and adhered to during drop off and pick up times.
10. The Innermost Gardens is a smoke-free environment, and smoking is not permitted on the grounds.
11. Sustainability Trusts priority is that Wilderkids is accessible to all children aged 5 to 12. Sustainability Trust must be notified if your child normally requires full time assistance or a carer at school. Their carer is welcome to attend Wilderkids with the child.
12. Age restrictions apply. Only those aged 5 to 12 years old may attend Wilderkids, unless arranged previously with the Trust.
13. On the day of your Holiday Programme session, please drop off your child at 8.30am and pick up 3:15 – 3:30. Our educators need the time between 8am – 8.30am to prepare a safe and exciting day for your children. Please do not drop your children off early.
14. The children's safety briefing starts at 9am. Children who arrive late and miss this safety briefing will be excluded from the day's activities and will need to be returned to the parents/guardians.
15. Sustainability Trust will make every effort to reduce the risk for all Wilderkids, and give information on safe practices. No liability for loss, injury or damage will be accepted.
16. Sustainability Trust retains the right to deny access and/or remove people who fail to comply with these Terms and Conditions. This decision is at the discretion of the lead educator.

Bookings and Payment Terms

Full payment is required at the time of booking.

Bookings are not confirmed until Sustainability Trust has received full payment, your acceptance of the booking terms and conditions, and a booking reference number issued.

All changes are subject to availability.

Sustainability Trust reserves the right to make amendments to programmes, in particular in regards to environmental conditions or unforeseen staffing issues. You will be given reasonable notice of any changes proposed.

Changes to your bookings are permitted up to seven days prior to your programme. Changes requested within seven days of the programme will incur a 50% cancellation fee and changes made within 2 days of the programme will not be eligible for any refund if the position cannot be filled with another participant.

Queries

Should you have any queries relating to your booking please phone our advice team on 04 3850050 Monday to Saturday.