TERMS AND CONDITIONS FOR EDUCATION PROGRAM SCHOOL EXCURSIONS

Accessibility: Each Harbour Trust Education Program and Public Program Tour has a different level of access based on the site conditions where the tour will take place. The Organising Staff Member is encouraged to read the accessibility requirements for each tour or contact the Harbour Trust to make an informed decision about whether the tour is suitable for their group. The Organising Staff Member is encouraged to advise the Harbour Trust of any accessibility requirements at the time of booking. The Harbour Trust will make reasonable adjustments to ensure all students and staff receive the same experience.

Booking changes: It is the school's responsibility to attend and arrive on time for a tour as advised in the Harbour Trust's Tour Confirmation correspondence. Changes to the booking, including but not limited to the tour date, start time and cancellations, are required to be made to the Harbour Trust in writing 5 business days prior to the agreed tour date. Cancellations made by the Organising Staff Member within 5 business days of the agreed tour date will result in a loss of an administration fee.

Cancellation / Rescheduling: The Harbour Trust reserves the right to cancel, reschedule or alter tour routes at its discretion. In instances where tours are cancelled or rescheduled, the Harbour Trust will endeavour to contact the Organising Staff Member, within a reasonable amount of time prior to the scheduled tour date and time. If the Harbour Trust cancels the tour or seeks to reschedule and a replacement date and time cannot be agreed within a reasonable time after notice is given, the Organising Staff Member will not be charged an administration or cancellation fee.

Fees and Charges: All schools are required to pay for their Education Program Tour after the excursion has taken place. The school will be charged based on the number of students in attendance on the day with a minimum payment of 10 students, except with prior approval from the Harbour Trust.

Filming / Photography: Students and supervising staff are welcome to take personal photos and videos around most parts of the Harbour Trust's sites. However, we kindly ask that you avoid filming during the tour. If taking photographs, please focus on the sites' points of interest only and avoid capturing fellow students, members of the public and your Guide, to help respect everyone's personal privacy.

Safety: All visitors must comply with the safety directives issued by Harbour Trust Volunteers, Guides, Rangers and Security staff.

Visitor behaviour: School staff have duty of care over their students while at a Harbour Trust site and are required to actively supervise their students throughout the Education Program Tour. To ensure the safety of participants and Harbour Trust staff, at the discretion of the Harbour Trust, any participant(s) who appears intoxicated, disruptive or displays consistently unsafe behaviour, will not be permitted to take part in the tour, and / or may be asked to leave the tour at any time.

What to Bring: Each tour information page includes a recommended list of items to bring, based on the tour duration and site conditions. Whilst these recommendations are a guide only, students are solely responsible for bringing and wearing appropriate footwear, clothing, and other necessities, such as but not limited to sunscreen, water and morning tea and lunch. The Harbour Trust accepts no responsibility for any injury or loss arising from a visitor's failure to follow these recommendations.

Weather conditions: Tours include both indoor and outdoor spaces and will proceed regardless of weather conditions, except where weather conditions pose a real risk to students, school staff or Harbour Trust staff. If the weather forecasts weather that may constitute a risk to students, school staff or Harbour Trust staff, the Harbour Trust will make every reasonable effort to contact the Organising Staff Member as soon as practicable. In this case, reasonable adjustments may be made to the Education Program Tour in consultation with the Organising Staff Member.

Privacy policy: Your personal information is being collected by Bookable, a brand of Attekus, and the Sydney Harbour Federation Trust for the purposes of processing and providing this Tour service. The information you provide will be handled in accordance with the Privacy Act 1988 (Cth) and each party's respective privacy policy. For more details on how your personal information is collected, managed and used, including how you can access or correct it, or make a complaint, please refer to the privacy policies below:

- https://attekus.com.au/wp-content/uploads/2024/08/PrivacyPolicy.pdf; and
- https://www.harbourtrust.gov.au/privacy-policy/

By providing your personal information, you acknowledge and consent to its collection and handling as outlined above.