

# **MOUNT PLEASANT NATURAL RESOURCE CENTRE'S (MPNRC) WORKSHOP BOOKING TERMS & CONDITIONS**

## **AGE REQUIREMENTS**

• Age requirements apply to many of our workshops and events. If relevant, these will be stated on all promotional material. If you do not meet the age requirements stated, contact must be made with the MPNRC prior to booking. We have the right to refuse attendance due to age requirements not being met.

## **CHILD SUPERVISION REQUIREMENTS**

Supervision of a Parent or Care giver must be maintained throughout the entire workshop for all minors, unless alternate arrangements have been made with the MPNRC prior to arrival to the workshop or event. We encourage involvement and participation from all parents and care givers, although this is not mandatory, supervision is. We have the right to refuse attendance due to inadequate supervision.

## **BOOKINGS AND CANCELATIONS**

- Booking and paying IN FULL is the only way to secure your place in a workshop or event. This can be done online at <https://www.trybooking.com/Event/EventListingURL.aspx?aid=54884> or through the MPNRC office or Recreate shop. Booking online attracts a 30c non-refundable booking fee but DOES NOT attract an additional administration fees. Booking through the MPNRC office or Recreate Shop attracts a \$3 administration fee. The \$3 administration fee is NOT refundable if you cancel your booking.
- Please choose carefully. The MPNRC does not provide cash refunds except where an event or workshop is cancelled. If an event or workshop is cancelled, we offer either a full cash refund or credit to be used for future events, workshops or in the Recreate shop.
- If you wish to cancel your booking due to personal circumstances or work commitments prior to 10 working days of the scheduled event or Workshop, you will forfeit a fee of \$5 and receive a credit voucher for the remaining amount (valid for 12 months) to be used for future events, workshops or in the Recreate shop. No cash Refunds will be given for cancelations on the participant's behalf.
- If you wish to cancel your booking within 10 working days of the scheduled event or workshop due to personal circumstances or work commitments, you will forfeit a fee of \$5 and 50% of the ticket amount. You will receive a credit voucher for the remaining amount (valid for 12 months) to be used for future events, workshops or in the Recreate shop. No cash refunds will be given for cancelations on the participant's behalf.
- A Cash Refund is at the discretion of the Mount Pleasant Natural Resource Centre Management.
- The MPNRC is not responsible for materials purchased for a course. The MPNRC reserves the right to alter or change any of the published arrangements, either before or during a course, or terminate a booking in an event or workshop.
- When booking a Free event or a Gold Coin collection event either online, in-store and through the NRC office, you will not be charged a Booking or cancelation fee. We hope you consider our time spent organising our events and others who may wish to attend if you are unable to attend an event you have booked into by contacting us as soon as possible with your cancelation so your place can be offered to another participant.

## **HOW TO BOOK A MPNRC OR RECREATE WORKSHOP OR EVENT**

The Mount Pleasant Natural Resource Centre (MPNRC) and Recreate shop (project of the MPNRC) can accept workshop bookings in a number of ways, for your convenience.

### **BOOKING ONLINE**

Our online booking option attracts a non-refundable 30c booking fee. It is the easiest and quickest way to book an event or workshop with us! Go directly to <https://www.trybooking.com/Event/EventListingURL.aspx?aid=54884> and scroll our events.

### **BOOKING THROUGH THE MPNRC OFFICE: EMAIL, PHONE, IN PERSON.**

The MPNRC office is staffed part time, often by volunteers, so we cannot guarantee availability at all times. Bookings through the MPNRC office are to be made strictly to MPNRC staff and volunteers only. Bookings and payments are not to be left with Library staff. A booking form must be completed and accompany all bookings and payments. A MPNRC workshop booking form can be downloaded from the MPNRC web site <http://www.mpnrc.org.au/events.html> or obtained from the MPNRC office or Recreate shop.

Booking a workshop place through the MPNRC office, by either email, phone, or in person cannot be guaranteed until your payment has been received (in full including the \$3 booking and administration fee) and the next available office attendant can process your booking online. Payment can only be made in cash or through Bank Transfer. NO credit card or cheque payments will be taken. All efforts will be taken to secure your place as soon as possible. If at the time of the MPNRC office attendant processing your booking there are no available places in your chosen workshop, a full refund will be given, including your \$3 booking fee.

### **BOOKING AND PAYING IN-FULL IN STORE AT THE RECREATE SHOP.**

Bookings through the Recreate Shop are to be made strictly to Recreate Shop staff and volunteers only. A booking form must be completed and accompany all bookings and payments. A MPNRC workshop booking form can be downloaded from the MPNRC web site <http://www.mpnrc.org.au/events.html> or obtained from the MPNRC office or Recreate shop.

Booking a workshop place in store cannot be guaranteed until the next available office attendant can process your booking online. Payment can only be made in cash or through Bank Transfer through your own device (e.g. Electronic Funds Transfer on Smart Phone). Payment must be made in full, including the \$3 booking and administration fee. NO credit card, eftpos or cheque payments will be taken. All efforts will be taken to secure your place as soon as possible. If at the time of the MPNRC office attendant processing your booking there are no available places in your chosen workshop, a full refund will be given, including your \$3 booking fee.

The Recreate shop is open Wed, Thurs & Fri 10am - 3pm, and Sat 9am - 2pm. Cnr Phillis St & Showground Tce, Mount Pleasant.