**Women’s Adventure ACT Cancellation Policy:**

We understand sometimes life gets in the way of adventure. Sometimes this is for unfortunate reasons, sometimes it’s because people change their minds. We’d ask that if you change your mind, please do so in a courteous way - let us know as early as possible before the activity (preferably days before) and as a courtesy to others who might want to go but need time to organise gear, transport, and childcare, etc. Cancelling at the last minute inconveniences everyone.

As we run completely on volunteer labour, we’d rather be planning new adventure than trying to find someone else to take your spot, or chasing people for confirmation or payment.

So, from 01 Oct 2019, we have a new cancellation and refund policy which is:

1. **Prepayments for walks are not transferrable**: Pre-payments for walks are unfortunately not transferrable. If you’ve paid your $3.50 walk fee (which goes towards our $30 a month meet-up platform cost), and you can’t make the walk, unfortunately we can’t refund you or give your paid spot to someone else.

We’re run on volunteer labour and doing minor refunds or chasing up someone to take your spot takes a lot of our time – and it’s unfair to ask us. We also need to keep attendance records accurate and you offering the spot to someone not on the ‘Going’ list, means our attendance records are inaccurate. This may have legal implications for us.

If you’re concerned about us making a fortune from $3.50 abandoned walk fees, we can assure you there is not even enough to buy ourselves a sandwich at the end of the walk. 😊.

1. **Pre-payments for provider activities** are required where we have a specialist, third-party provider (e.g. activities where specialised equipment is needed or the risk is very high – such as kayaking or abseiling). We request payment upfront because that’s what our providers require, and to avoid having to spend time chasing people to confirm attendance, or having people cancel at the last minute.

You can help us minimise chase-up time by keeping your attendance status updated. This means if you are waitlisted for an activity, and then can no longer make it at any time, mark yourself as Not Going or remove yourself as soon as you become aware of that. It takes a lot of time and effort to contact multiple people on waitlists, to have them either not respond at all, or advise they made other arrangements. We’d rather spend our time organising activities than being a nag about attendance, so please keep your status up-to-date!

1. **If you cancel, you’ll need to find a replacement to get a refund** - If you’ve paid for a spot on a third-party provider activity, unfortunately we can’t find a replacement for you. It’s also unfair to ask us to use our personal time to cover your personal decision.

It will be up to you to advertise your spot in the Facebook Group or in Meet-up. Once a replacement has made payment to us, we’re happy to refund your money. We don’t want to be out of pocket because you’re now unable to attend – whatever that reason is. If you’re unable to find a replacement then unfortunately you will forfeit payment for the activity. We understand things happen and previously it’s taken a significant amount of our time in trying to find replacements for people – so we’ll need you to cover that gap please.

1. **Refunds –** we can only offer a refund on a non-walk paid activity, **IF** you find someone else to take your spot – and that person pays. This will be regardless of the reason you can’t now attend. We will offer a refund, if the event is cancelled or has to be rescheduled and you can’t now make the reschedule date.
2. **We don’t use informal waitlists** - We will no longer have informal waitlists on paid activities. In the past, there has been a practice of people asking to be put on an informal ‘waitlist’ for paid activities. Unfortunately you can’t manage your attendance status with this informal process. And we’re unable to therefore contact the ‘next person’ on that list. If a spot becomes available, the first person to make payment will have the spot. If there’s an activity that you really want to attend, but didn’t make it onto the Going List for - don’t despair – attendance can move very quickly closer to an event. We’d ask you keep an eye on the attendance list yourself please.
3. **Formal waitlists** – we hate to dwell on this point BUT, it takes a tremendous amount of our time to contact people on waitlists only to be disappointed when they either don’t respond at all, or respond to say they are now busy and can’t make it.

As an example – on one activity, we contacted over 35+ people over a weekend just to get 12 people confirmed for the activity. That ‘s because many people didn’t respond to contact, didn’t respond in a timely way, or responded saying they couldn’t now make the event.

As a result, we don’t rely on waitlists and we can’t contact you if a spot becomes available. We ask you to monitor any activities that you are interested in – yourself please.

As always, if you have any questions, please contact us.