

BOOKING AGREEMENT

Version: 27.11.18



KIA ORA AND THANKS FOR MAKING A BOOKING WITH WHENUA ITI OUTDOORS (WIO).

- STEP 1: Please read this document carefully and keep a copy for your records.
- STEP 2: Review the key booking details recorded on the associated **booking summary**. Advise your WIO booking contact if adjustments are needed before completing the **acceptance of service** section of this document.
- STEP 3: Please make a note of the **due date for student and accompanying adult information** (medical, behavioural etc) to be sent to WIO. This is critical information for us to deliver your programme.

STUDENT INFORMATION IS DUE NO LATER THAN 2 WEEKS PRIOR TO THE PROGRAMME START DATE.

- STEP 4: WIO will send you the relevant support documents for your booking; these can vary by booking type and by school. The WIO booking team will work with you to ensure you have what you need to meet your school EOTC policies.

Support documents could include: *Supervision Policy, Gear Lists, Safety Documentation.*

Note: If booking details change after acceptance of service (e.g. student numbers, transport information etc) please advise your WIO booking contact as soon as possible.

- STEP 5: Programme delivery!

Aku mihi nui ki a koe
Many thanks,

The team at Whenua Iti Outdoors

BOOKING AGREEMENT

Version: 27.11.18



BOOKING INFORMATION

The booking summary provides key booking information and an outline of the programme requested. **It is worth noting that the order, timing and choice of activities can change due to weather and other unforeseen factors.** WIO is committed to providing the best programme possible with the safety of participants always a priority. Should a change to the programme be required due weather or for other safety reasons, this will be communicated to the school contact person.

LEARNING OBJECTIVES:

During the booking process we will ask you to provide the learning objectives you would like our educator team to incorporate into the programme. Objectives could be related to a school theme, the unit of work the group is currently working on in class, or development of specific social behaviours. Let us know what you want students to get out of the programme.

BOOKING NUMBERS AND COST:

Your booking hinges on the expected total group size due to the strict safety ratios WIO operates within. An estimated total number of students can be given at the time of booking. The cost of the booking is directly related to group size and the associated activities offered.

Programme total costs are fixed. The programme cost does not decrease if the number of participants drops less than four weeks (30 days) prior to or on the programme start date. Please make allowances for this in your budgeting decisions. The reason for this is that staffing and other costs have been incurred and cannot be recovered. WIO is committed to keeping costs as low as possible for schools and operates on a cost recovery basis.

Refer also to *WIO payment, cancellation and postponement section of this documents.*

GEAR INFORMATION

Day Programmes

Can be a single day programme or a series of day programmes. No overnights involved.

Land-Based Programme:

Students to bring: day pack; sun hat; sunscreen; comfortable PE type clothing; sturdy footwear; a warm outer layer; personal medication; full drink bottle; plenty of energy giving snacks and a healthy lunch.

If the programme includes caving, students also need to bring overalls (or an extra set of clothes they don't mind getting muddy) and gumboots (or an extra pair of shoes they don't mind getting muddy).

Water-Based Programme:

In addition to the gear listed for a land-based programme, students need to bring: a wet-suit (if they have one) or thermal top and bottoms; a windbreaker; quick drying shorts; a fleece or wool top; a fleece or wool hat; footwear suitable for wearing in the water; towel; and swimming togs.

Overnight Programmes

WIO will send you a *gear list* for overnight programmes and a copy of our *Supervision Policy*. The supervision policy outlines WIO and school responsibilities for overnight programmes. These documents are also available on the downloads section of the WIO website.

BOOKING AGREEMENT

Version: 27.11.18



STUDENT INFORMATION

As part of the WIO Safety Management Plan (SMP), we require detailed participant information. This includes medical and behavioural information; in some cases, we may also require diaries (if WIO catered) and swimming ability (for water-based programmes). **We ask that schools declare all known medical and behavioural information and that the student information supplied is current.** WIO cannot take responsibility for situations that arise as a result of medical or behavioural information that was not declared.

Please note: information provided is used to ensure WIO can cater for each individual. In all cases we will work with schools to ensure students can participate in all or some of the activities as appropriate. Any decision for a student not to participate will be made in communication with the school, with the student and the group's safety in mind.

Day Programme Information:

For day programmes, we ask that schools supply a list of participants detailing any learning, behavioural and medical information that we need to be aware of. If the day-programme includes water-based activities, please indicate any participants who are unable to swim or who are not confident swimmers.

WIO can either supply a template for you to complete or you can send us a class list downloaded from your Student Management System.

Overnight Programmes:

For over-night programmes we require a full **Student Information Summary (SIS) and Accompanying Adult information**. Medical information and a mobile contact number is also required from any adult supporters attending the programme.

WIO will supply you with an excel SIS template to complete, this covers all the student information we require. All medical information is reviewed and approved by a member of the WIO Safety Committee.

STUDENT INFORMATION IS DUE NO LATER THAN 2 WEEKS PRIOR TO THE PROGRAMME START DATE.

SAFETY INFORMATION

The safety of our participants is our utmost priority. WIO is registered with WorkSafe NZ as an Adventure Activity Operator (AAO No. 177) as required by the Adventure Activities Regulations 2011 and is subject to regular external audits as part of the Outdoors Mark audit certification. The register of adventure activity operators can be found on WorkSafe NZ's website www.worksafe.govt.nz

WIO is fully committed to achieving the highest possible standards of safety and to the continued development of safety management systems and procedures. Talk to us about what safety documentation you require to meet your EOTC school requirements.

RISK MANAGEMENT STATEMENT

When taking part in any adventure activity, risks are encountered that could result in emotional and physical injury up to and including fatality. WIO manages these risks with the use of highly trained staff who make decisions about acceptable risks, while enabling students to build their skills, knowledge, experience, confidence and judgement. WIO will take all reasonable steps to manage risks to an acceptable level and to set appropriate safety standards. At times WIO staff will make decisions on behalf of the group about the acceptability of certain risks. Students must follow the instructions of staff in regard to safety and risk management.

WIO works at a range of sites and locations locally, regionally and nationally, at such times participants will need to be transported from location to location. WIO manages a fleet of vehicles and all drivers are certified to carry passengers.

PAYMENT AND CANCELLATION POLICIES

Once a booking is made, WIO tutors are allocated to the booking. If a cancellation is made close to the delivery date, WIO is already committed to paying tutors and for time spent designing your custom-made programme. It is unlikely that the booking can be rescheduled at short notice. Our postponement and cancellation policies are designed to recuperate the costs already invested in your booking.

PAYMENT POLICY

Deposit Invoice

- 50% of the total cost will be invoiced once a booking has been finalised (on receipt of completed *Acceptance of Service**) or within 90 days of programme start date whichever occurs first.
- The deposit invoice is payable on receipt.

**Until a completed Acceptance of Service has been received, WIO cannot guarantee that the booking place will be held.*

Final Invoice

- The final invoice will be sent immediately on completion of the programme.
- The final invoice is payable within two weeks of receipt.

Third Party Bookings:

- Cancellation costs associated with third party bookings made by WIO on behalf of the school will be passed on to schools.
- Examples include: contract catering (not WIO catering), marae bookings, off-site accommodation bookings, third party transport (not WIO).

CANCELLATION POLICY

- Four weeks notice is required to cancel a booking.
- Schools will not be refunded the deposit for cancellations made less than four weeks (30 days) in advance of the booking start date.
- If WIO cancels the booking due to adverse weather conditions or other safety reasons, an alternative date will be sought. Should a suitable alternative not be found, WIO will refund the deposit.
- If the school cancels a booking within the 30-day period that WIO was prepared to deliver, the deposit is non-refundable.

POSTPONEMENT POLICY

- If WIO or the school postpone a booking due to unforeseen circumstances, WIO will make all reasonable effort to find a replacement booking time.
- If the school postpones the booking within the 30-day period and a replacement booking time is not found, the deposit is non-refundable.
- If WIO postpone the booking within the 30-day period and a replacement booking time is not found, the deposit is refundable.

BOOKING AGREEMENT



Version: 27.11.18

ACCEPTANCE OF SERVICE

Please indicate with a tick in the table below if you have read and understood WIO booking information and policies. If you have questions or require further information, please let us know.

Tick	Service Statements
	<ul style="list-style-type: none">I have read and understood the Booking Information section of this document.
	<ul style="list-style-type: none">I have read and understood the Student Information section of this document and agree to supply all relevant information in a timely manner as requested by WIO.I agree that the student information supplied will be current and accurate at the time given.I agree that should student information change that I am responsible for informing WIO of these changes.
	<ul style="list-style-type: none">I have read and understood the Risk Management Statement within the Safety Information section of this document.
	<ul style="list-style-type: none">I have read and understood the Payment and Cancellation policies.
	<ul style="list-style-type: none"><i>For overnight programmes only:</i> I have read and understood the WIO Supervision Policy.

Acceptance of Service:

BOOKING FORM VERSION & DATE: _____

NAME: _____

POSITION: _____

DATE: _____

ACCEPTANCE PROCESS

1. Print a copy of this page.
2. Complete the **Acceptance of Service** section.
3. Scan and send a copy to bookings@wio.org.nz
4. Keep a copy for your records.

Our team looks forward to meeting your team and students soon!

NGĀ MANAAKITANGA,
WITH BEST WISHES
THE TEAM AT WHENUA ITI OUTDOORS