



2022 PRIVATE PROGRAM TERMS & CONDITIONS

Revised January 2022

The Friends of Fish Creek have been running safe and meaningful opportunities for the public to connect with nature since 1992. Our goal is to foster understanding of and respect for nature while creating memorable and meaningful experiences for participants. Many programs take place outdoors and may carry risks associated with nature, such as uneven and/or slippery terrain, weather, possible interaction with wildlife, etc. Program revenues support ongoing stewardship, conservation and public engagement in Fish Creek Provincial Park.

By registering for Friends of Fish Creek programs, you are agreeing to the following terms & conditions:

BOOKING POLICY - The Society is committed to providing park users, members and volunteers with a quality experience. Bookings for private programs are limited and are accepted on a first-come, first-served basis.

PAYMENTS - Payment required at time of booking.

CANCELLATIONS AND RESCHEDULING - Programs may be canceled due to weather or other circumstances. These cancellations will be communicated as soon as possible. Refund policy:

- Successful rescheduling requested by either party – no additional fees
- Rescheduling requested by Friends of Fish Creek, but not possible – full refund
- Rescheduling requested by booking party, but not possible – refund minus booking fee*
- Cancellation by booking party with more than one week's notice – refund minus booking fee*
- Cancellation by booking party with less than one week's notice – no refund
- Cancellation by Friends of Fish Creek – full refund

*Booking fees are \$50 or 20% of total program fee, whichever is less.

PRIVACY STATEMENT - We only collect and ask for relevant information as it relates to program registration and payment. All measures to protect your privacy are adhered to. By booking a private program, you agree that the information you provide may be shared without restriction between The Friends of Fish Creek and our partnering organizations, to improve or market our programs, courses, events and other initiatives.

We use third party software to manage financial transactions and program registration, such as WordPress, Gravity Forms, Jetpack, Eventbrite, Square, Stripe, Kindful, Mailchimp and Better Impact.

INSURANCE

For Groups with Insurance: We require documentation showing that your organization carries insurance covering participants for this program. A document confirming current insurance coverage for your group must be uploaded at the time of booking.

For Groups without Insurance: Participants are required to sign a waiver at the beginning of the program.

WHAT TO BRING & WEAR - Be prepared for the weather and wear sturdy, closed-toe footwear. Please bring your own water bottle, snacks, extra clothing and anything else required (hat, sunscreen, etc.) to be comfortable and safe outdoors. **Please keep all personal belongings/valuables secured and keep an eye on them during the outing. Friends of Fish Creek staff are not liable for lost, stolen or damaged personal items.**

SAFETY - Program participants will take part in a safety orientation, during which potential hazards and related safety information will be reviewed. Although Friends of Fish Creek staff and volunteers do their best to mitigate potential hazards, some risks are out of our control. All participants agree to abide by safety instruction and procedures as outlined by Friends' staff and/or volunteers in the safety orientation.

PHOTO RELEASE - Photographs may be taken during our programs for organizational purposes. If an individual in your group would prefer to not be photographed, please notify the Friends of Fish Creek volunteer or staff upon arrival.

YOUTH GROUPS - Youth under the age of 18 must be accompanied by group leaders to maintain your organization's ratio of adults to youth. If your group does not have an adult:youth ratio policy, we request that you arrange a minimum of 1 adult : 6 youth ratio. On-site group leader(s) must carry a working cellphone and have the ability to contact parents/guardians. Group leaders are responsible for behavior management and safety and well-being of all group members, including leaders.