

Cancellation Policy

Policy type	Year	Approved by
MTSCT Operations		Mountains to Sea Conservation Trust – Co-Director Poutokomanawa - Fresh & Marine

WBC coordinators reserve the right to cancel any activity if participants have not met their obligations, as prior outlined, or if Health & Safety is being compromised on the day.

On some occasions, events may need to be cancelled or postponed at the last minute, due to weather or other unforeseen circumstances. Always have on hand the mobile phone number of the teacher/group leader and any other parties (e.g. volunteers) that you are working with (best to get these at initial planning meetings). Ensure that any cancellations or postponement messages are made directly to the teacher/group leader responsible for communicating the message to the wider group so that you can be sure they have received the message.

If they don't pick up the phone, leave a message explaining the decision with a request that they answer back via text or phone by a specified time (prior to when the event was supposed to start) to confirm they have received the message. A follow up phone call should be made if they do not ring back within the specified time and contact efforts should be continued until confirmation is received – this avoids messages not getting through and people getting very upset and let down!