



WELLINGTON POINT FARM COLLECTIVE

FARM, MARKET HALL, FARMHOUSE RESTAURANT AND CAFE

Booking Terms and Conditions

1. Safety Guidelines:

Participants must adhere to the safety guidelines outlined in the safety disclaimer provided by Wellington Point Farm Collective, which includes but is not limited to supervision and responsibility, safety awareness, respect for the environment, questions and interactions, and food and beverage guidelines.

2. Wet Weather Policy:

In the event of wet weather, tours may be cancelled for safety reasons. Wellington Point Farm Collective, encompassing WPFARM Pty Ltd and WPFH Pty Ltd, reserves the right to cancel and reschedule tours to an alternative agreed-upon date. Participants will be notified of any cancellations or changes as soon as possible.

3. Dietary Requirements:

It is the responsibility of the group leaders to manage and communicate any dietary restrictions or allergies among participants. Wellington Point Farm Collective will make reasonable efforts to accommodate dietary requirements, as communicated in advance by the group leaders.

4. Storage of Bags and Personal Belongings:

Bags and personal belongings are to be neatly stored in designated spaces provided by Wellington Point Farm Collective to avoid trip hazards and to be considerate of other guests using the public space during the tour. Wellington Point Farm Collective does not take responsibility for loss or damage to these items.

5. Ratio Requirements:

For the safety and supervision of individuals under 16 years of age attending farm tours, a recommended adult-to-child ratio must be maintained. The recommended ratio is 1 adult to every 15 school-aged children and 1 adult to every 8 kindergarten-aged children (3-5 years). Group leaders are responsible for ensuring compliance with these ratio requirements.

6. Safety Disclaimer:

All tour representatives are required to sign a Safety Disclaimer document prior to participating in any farm tours. This signature indicates that the representative has read, understood, and agrees to comply with all safeguarding policies and procedures outlined by Wellington Point Farm Collective. This requirement is in place to ensure that all representatives are fully aware of and committed to maintaining a safe environment for all participants.

WELLINGTON POINT FARM COLLECTIVE encompassing WPFARM PTY LTD AND, WPFH PTY LTD, is a collective term used to refer to the entities WPFARM PTY LTD and WPFH PTY LTD. These entities collectively operate and manage farm tours and related activities.





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By serving as your group representative, you agree to these terms and acknowledge the necessity of signing the Safety Disclaimer as a condition of booking.

7. Booking Confirmation:

Booking confirmation is subject to availability and is confirmed only upon receipt of a signed safety disclaimer and agreement to these terms and conditions. Wellington Point Farm Collective, encompassing WPFARM PTY LTD and WPFH PTY LTD reserves the right to decline bookings based on availability or any other relevant considerations.

8. Cancellation Policy:

Cancellations made by the group must be communicated to Wellington Point Farm Collective at least 7 days prior to the scheduled tour date to receive a full refund. Cancellations made after this period may result in forfeiture of the booking deposit.

9. Conditions of Entry, Waiver & Release of Liability Form Including Consent to Attend (for under 18s):

All participants in our farm tours are required to sign a liability waiver prior to the commencement of the tour. This waiver acknowledges and accepts the inherent risks associated with visiting a working farm. For participants under the age of 16, a parent or guardian must sign the waiver and consent to attend on their behalf. Failure to sign the Conditions of Entry, Waiver & Release of Liability Form Including Consent to Attend (for under 18s) will result in the inability to participate in the tour.

By booking a tour, you agree to these terms and acknowledge the necessity of signing the liability waiver as a condition of participation.

10. Amendment of Terms:

Wellington Point Farm Collective encompassing WPFARM PTY LTD and WPFH PTY LTD reserves the right to amend these terms and conditions at any time without prior notice. Any amendments will be effective immediately upon posting on the Wellington Point Farm Collectives website (www.wellingtonpointfarm.com and www.wellingtonpointfarmhouse.com.au) or other relevant communication channels.

By booking a farm tour with Wellington Point Farm Collective encompassing WPFARM PTY LTD and WPFH PTY LTD, the group leader and participants acknowledge and agree to abide by these terms and conditions.

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Safeguarding Policy and Procedure

At Wellington Point Farm Collective, we are committed to providing a safe and secure environment for all participants during farm tours. Our safeguarding policies and procedures are designed to ensure the well-being and protection of children and vulnerable individuals. Below are the key policies and procedures that we adhere to:

1. Supervision and Responsibility:

Teachers, group leaders, and parent helpers are responsible for the continuous and active supervision of their groups during farm tours.

A recommended adult-to-child ratio is maintained to ensure adequate supervision for participants of all ages.

Wellington Point Farm Collective requires all key tour guides to hold a valid blue card for working with children's check to ensure the safety of children during tours.

2. Safety Awareness:

Participants are briefed on safety guidelines and instructions at the beginning of each tour.

Tour guides are trained to provide clear and concise safety instructions throughout the tour to mitigate risks and ensure the safety of all participants.

3. Respect for the Environment:

Participants are encouraged to respect the natural environment and agricultural practices of the farm.

Wellington Point Farm Collective emphasizes the importance of respecting farm produce, facilities, and other visitors during tours.

4. Food and Beverage Guidelines:

Dietary restrictions and allergies among participants are communicated to Wellington Point Farm Collective encompassing WPFARM PTY LTD and WPFH PTY LTD in advance.

Food hygiene practices are observed, and participants are provided with appropriate refreshments during the tour.

5. Working with Children Checks:

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All key Wellington Point Farm tour guides are required to hold a valid working with children's check. This ensures that tour guides have undergone background checks and are deemed suitable to work with children.

6. Reporting Procedures:

Wellington Point Farm Collective encompassing WPFARM PTY LTD and WPFH PTY LTD has established reporting procedures for any incidents, accidents, or concerns regarding the safety and well-being of participants during farm tours.

Participants are encouraged to report any safety concerns or incidents to their tour guide or designated farm staff immediately.

7. Training and Awareness:

Wellington Point Farm Collective encompassing WPFARM PTY LTD and WPFH PTY LTD provides ongoing training and awareness programs for all staff and volunteers involved in conducting farm tours.

Staff and volunteers are educated on child protection policies, emergency procedures, and communication protocols to ensure a safe and secure environment for participants.

8. Review and Update:

Safeguarding policies and procedures are regularly reviewed and updated to reflect current best practices and legislative requirements.

Feedback from participants, staff, and stakeholders is solicited and considered during the review process to continuously improve our safeguarding practices.

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