

RSPCA ACT School Holiday Program Terms and Conditions

The Program

- RSPCA ACT School Holiday sessions are suitable for children aged 6-16 years.
- RSPCA ACT reserves the right to cancel or modify advertised activities where unavoidable circumstances arise.
- Program activities are delivered by RSPCA ACT staff with the assistance of volunteers who hold current Working with Vulnerable People registrations.
- We endeavour to follow the advertised curriculum; however, activities may be adjusted due to weather conditions or animal welfare considerations.

Drop Off and Pick Up

- Participants should not arrive more than 5 minutes prior to the scheduled start time. Supervision is guaranteed only from the advertised start time.
- Children must not be left unattended in the reception area.
- On arrival, participants must check in with the Program Coordinator and be signed in by their parent/guardian.
- Participants must be collected within 5 minutes of the scheduled session conclusion.
- If a participant is not collected within this time, a late collection fee of \$25 will apply. If collection is more than 30 minutes late, a full additional session fee will be charged.
- RSPCA ACT reserves the right to request identification upon collection of a participant.

Shelter Animals

- Participants may encounter a range of animals including dogs, cats, rats, chickens, rabbits, birds, ferrets and guinea pigs.
- Participants may take part in supervised animal socialisation and enrichment activities.
- All animals involved in the School Holiday Program are domesticated and have been determined by staff to be suitable for the interaction.
- Due to the nature of a working shelter, some animals may be timid, adjusting to their environment, or not suitable for handling. There may be occasions where participants are unable to hold or pat animals. Decisions regarding animal interaction are always made with animal welfare and children's safety as the highest priority.

Parent/Guardian Involvement

- Parents/guardians are not permitted to attend sessions with their child.
- Parents/guardians are welcome to remain in the designated waiting area during the session.
- Under exceptional circumstances, permission may be granted for a parent/guardian to attend. In such cases, the parent/guardian must hold a current ACT Working with Vulnerable People registration and pay the full participant fee.

Safety and Participant Requirements

- Participants must follow all staff instructions at all times to ensure the safety of themselves, others and the animals.
- If a participant places themselves, others, or animals at risk, or fails to display appropriate behaviour, they may be removed from the program. In this instance, their parent/guardian will be required to collect them promptly and no refund will be provided.

Clothing Requirements

- Participants must wear appropriate clothing, including:
 - Closed-toe shoes (no thongs or sandals)
 - Long pants made of sturdy material (no shorts or cropped leggings, even in warm weather)
 - A hat
 - Weather-appropriate clothing
 - Sunscreen is recommended.
 - Participants who arrive without appropriate clothing may be refused entry. No refund will be given in this instance.

Health, Allergies and Additional Needs

- At the time of booking, parents/guardians must advise staff of any allergies, medical conditions, animal fears, or additional needs that may impact participation.
- Any allergy action plans, behaviour management plans, or other relevant support documentation must be provided via email to education@rspca-act.org.au at least 72 hours prior to the session to ensure appropriate supervision, safety and support arrangements can be made. Failure to provide required documentation within this timeframe may impact your child's ability to participate.

Zoonotic Diseases

- Participants may interact with animals that may unknowingly carry zoonotic diseases, which are illnesses that can be transmitted between animals and humans.
- Strict hygiene and safety protocols are in place to minimise risk. Personal protective equipment (PPE), including gloves and protective clothing, may be required during certain activities such as interacting with animals with ringworm. Please email education@rspca-act.org.au if you have any questions.
- Thorough handwashing and sanitisation are mandatory following all animal interactions.
- These measures significantly reduce the risk of disease transmission and support a safe and enriching learning experience.

Mobile Phones and Electronic Devices

- To maintain a safe, respectful and distraction-free environment, mobile phones and electronic devices must remain stored away during the entire session.
- Participants are not permitted to photograph or film other participants, staff or volunteers and animals under any circumstances.
- Failure to comply with these requirements may result in removal from the program. No refund will be provided.

Personal Property

- Participants must bring a labelled water bottle. Refill stations are available onsite.
- Participants attending 4-hour sessions must bring a packed lunch and a labelled water bottle. All food brought onsite must be nut-free due to allergy management requirements. RSPCA ACT does not provide lunch or snacks.
- If a participant attending a 4-hour session arrives without adequate food or water, RSPCA ACT may arrange suitable provisions to ensure the child's wellbeing. In this instance, a \$50 fee may be charged to cover staff time and associated costs.
- Participants should not bring toys, money, or valuable items such as expensive jewellery. Participants will not have access to purchase items during the session.
- All personal belongings remain the responsibility of the participant. RSPCA ACT accepts no responsibility for loss or damage.
- Lost property should be reported to reception. Items not collected within two weeks of the conclusion of sessions will be disposed of.



Cancellations

- A full refund or credit, less a \$25 administration fee, will be provided for cancellations made more than 24 hours prior to the session.
- No refund or credit will be issued for cancellations made within 24 hours of the session or once the session has commenced.
- Class transfers may be considered at the discretion of the Program Coordinator.

Waiver

Participants will engage in hands-on activities and visit various areas of the RSPCA ACT site, including but not limited to Reception, Kennels, Cattery, and Small Animals and Exotics.

While RSPCA ACT takes all reasonable precautions to ensure participant safety, attendance and participation in the program is at the participant's own risk. By enrolling in the RSPCA ACT School Holiday Program, you acknowledge and accept this waiver and release RSPCA ACT, its employees, agents, volunteers and contractors from liability to the extent permitted by law.