Booking Policies

Wet Weather

Except in the case of severe weather, EcoXplore tours generally run in all weather. Teachers/carers should prepare their students for an outdoor activity. We will provide activities in an undercover area if necessary. Tours may be cancelled in the case of severe weather.

Numbers

We can cater for three groups of 30, for a total of 90 children at any one time. If you have a larger group, please let us know and we can see how best we can accommodate you. Student-teacher ratio is 30:1.

Duty of Care

There must be at least one teacher/carer for each group of 30 children. The teacher/carer of each group must exercise ‘duty of care’ at all times during the excursion. On the tour, the children remain under the direct supervision of the accompanying teachers/carers.

Bookings

Bookings can be made by phone or email as specified on our website. A booking confirmation will be sent upon completion of group bookings. This confirmation formalises the booking.

Tour Costs

All prices are per the website. Please note that there are minimum costs for different programs. All accompanying adults are free of charge.

Payment

Payment is required within 30 days of receipt of invoice. Payment methods will be outlined on invoice.

Cancellation Policy

There is no fee if tour is cancelled within one week of making the booking. If tour is cancelled after 8 days of making the booking, a cancellation fee of $160 will apply.