



## Extreme Weather and Cancellation Policy

Please ensure your students dress appropriately for all outdoor weather conditions, as programs always go ahead as planned, unless extreme weather is predicted. If the forecast is warm (up to 36 degrees max), cold or raining – we will continue our programs as booked, whilst ensuring the health and wellbeing of students and teachers is maintained.

If the forecast is considered extreme weather we will change activities to indoor spaces or reschedule your booking, if there's not enough indoor spaces available. Please don't cancel a booking without discussing first with the Bookings Team, as you will be charged a cancellation fee. Cancellations will be charged \$60 for more than a week's notice, and up to the full fee for less than a week's notice.

Any changes to your booking will happen a maximum of 48 hours in advance, to ensure we have the most correct forecast. Please note, there can be unexpected weather events overnight or early in the morning on the day of the booking. We will call to discuss the options available to your school. If we can't communicate with the organizing teacher, then we will communicate directly with the school office.

**The following weather is classified as extreme weather and guides our decision to alter, reschedule or cancel an excursion program:**

- Severe thunderstorm warning
- Extreme wind-chill
- High rainfall – risk of flash flooding
- Gale force and storm force winds
- High temperatures – 36 degrees and above
- Bushfire threat
- Poor or hazardous air quality
- Damaging hail

If any of the above extreme weather conditions are forecasted we will take the following actions:

- Move all students to a safe teaching space, which may result in changes to planned activities.
- Reschedule your booking, if activities need to stay the same and there are no safe teaching spaces available.
- Cancel your booking, if we cannot run the activities on your preferred date or find an alternative date.

For any changes required under our Extreme Weather and Cancellation Policy there is no charge to the school; even if there is a final decision to cancel. If a school cancels at the last minute without discussion with the CERES Bookings team first, and we didn't see the need for cancellation, then a charge of up to the full fee will be charged to the school.

All discussions need to be with the CERES Excursions Bookings team, not with Reception or any other CERES staff member. The preferred mode of contact is phone: 93890144 or email [excursions@ceres.org.au](mailto:excursions@ceres.org.au) in the case of a last-minute cancellation.

[The Bureau of Meteorology](#) is our main resource to help us check weather conditions. We advise you use this too, if concerned about an upcoming booking, in particular the "[MetEye](#)" section. Please select Brunswick East for the most up-to-date forecast for your excursion.

# CERES

The resources we use to check for extreme weather are:

[The Bureau of Meteorology](#) website or App

[The Bureau of Meteorology Radar](#)

Bureau of Meteorology [MetEye](#) set for location of Brunswick East

[EPA Airwatch](#)

[Vic Emergency website](#) or App