



CERES

Corner Roberts & Stewart Streets, Brunswick East 3057 VIC
ceres.org.au | ceres@ceres.org.au

Terms & Conditions - Corporate & Group Volunteering

Fees, Charges and additional costs

Invoice Issue and Payment

Once you have confirmed your booking date and numbers, CERES will issue an e-Invoice addressed to you, unless otherwise notified of an alternative billing contact. Unless otherwise arranged, payment must be made in full. Your booking is not confirmed until payment has been received and these Terms & Conditions have been signed and returned.

The CERES Invoice has 2 options available for payment, which are the only methods of payment accepted.

1. Click on the “Pay Now” tab for credit card payment by either Visa or Mastercard. Please note American Express & Diners Club Cards are not accepted.
2. EFT funds transfer to the CERES Bank Account details listed at the end of the Invoice.

Due Date of Payment

Full payment of the Volunteering Booking Fee must be paid at least 14 days prior to the Booking Date. CERES reserves the right to cancel a booking where payment has not been received 14 days prior to the Booking Date. We will do our best to accommodate specific requests.

Where a booking is made less than 14 days prior to the Booking Date, the Organisation that is volunteering must pay the Volunteering Fee in full at the time of booking.

Cancellations and Changes to Booking Dates

Changes to Dates

Changes to the Volunteering Booking Date will be permitted subject to availability. The Organisation that is volunteering must notify CERES of a change to Booking Date(s) at least 14 days prior to the original booking date. A flat charge of \$350 will be applied where a change to Booking Date(s) is requested less than 14 days prior to the Booking Date(s). CERES reserves the right to refuse the requested changes within 14 days of booking.

Changes to Number of Participants

CERES is usually able to accommodate fewer or more participants in their Volunteering day. The Organisation that is volunteering must notify CERES of a change to the number of participants at least 14 days prior to the original booking date. CERES reserves the right to refuse the requested changes within 14 days of booking.





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Increasing the Number of Participants in a Booking

- If the number of participants is increased with at least 14 days notice, you will be invoiced for those additional participants at the original rate as advertised on the CERES website.
- When an increase to the number of participants is requested less than 14 days prior to the Booking Date(s), a flat charge of \$350 will be applied to the invoice in addition to the cost of the extra participants.

Reducing the Number of Participants in a Booking

- Where at least 14 days notice is given, CERES will refund the per head cost of each participant that is no longer attending.
- CERES will not provide a refund for reduced participants when notified less than 14 days prior to the Booking Date.

Changes to Package

CERES is usually able to accommodate changes to packages such as adding or removing, catering or venue hire to a booking, or upgrading or downgrading a booking package. However, the Organisation that is volunteering must notify CERES of any changes at least 14 days prior to the original booking date. A flat charge of \$350 will be applied where a change to the booking package is requested less than 14 days prior to the Booking Date(s), in addition to any fees associated with adding catering or venue hire. CERES reserves the right to refuse the requested changes within 14 days of booking.

Refund Policy

In the event a confirmed booking needs to be cancelled, CERES requires as much notice as possible. Notice of cancellation must be made in writing and sent to volunteers@ceres.org.au. Where the event is cancelled by the Organisation that is volunteering, the following cancellation charges will apply:

Cancellation with at least 14 days' notice

- Where CERES has received notice of a cancellation at least 14 days' prior to the Booking Date, the Organisation will be required to pay a cancellation fee of a 20% non-refundable deposit

Cancellation with at least 14 days' notice

- Where CERES has received notice of a cancellation less than 14 days' prior to the Booking Date, the Organisation will be required to pay the full Volunteering Fee.

Failure to notify CERES Corporate Volunteering of a cancellation

- Where the Organisation fails to notify CERES of a cancellation, the Organisation will be required to pay the full Volunteering Booking Fee.





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No shows

- Please note that no refunds or credits apply for non-attendance of your organisation's staff member/s on the day.
- Due to the fixed nature of costs, CERES is not in a position to provide refunds or credits for non-attending staff members due to Covid-19 infection or other illness. Another staff member from the Organisation is welcome to attend in the place of the unwell staff member.
- If a volunteer group fails to attend a booking without prior notice, the Organisation will be charged the full Volunteering Fee, and no refunds or credits will be given.

Weather

Corporate Volunteering at CERES is mainly conducted outside and is therefore subject to varying weather conditions. No refund will be issued on volunteering or associated costs for bookings cancelled or with reduced attendance due to weather.

In the event of rain or extremely hot days, CERES can adapt the volunteering activities within reason. Examples of this may include starting and finishing earlier on hot days, volunteering under outdoor shelters in heavy rain and relocating volunteering activities if flood damage has occurred.

Host Areas at CERES Brunswick East and Joe's Market Garden Coburg

Damages

The Organisation that is volunteering remains responsible for any loss or damages caused by them or any of their volunteers, patrons or other people attending CERES. The Organisation that is volunteering will be liable for the cost of any damages incurred as a result, including any relevant fees associated with emergency services attending any avoidable alarms (as determined by the emergency service provider) with costs charged to the Organisation on a final invoice. CERES, while taking reasonable care to prevent accidents, will accept no responsibility for any damage to or loss of property brought in by patrons before, during or after the booking.

Property of the Corporate Group

CERES will not be held responsible for loss of, or damage to, property left unattended in CERES Grounds prior to, during, or after a booking.

- The Organisation that is volunteering, by prior arrangement, can book a locked room to store staff belongings during the volunteer activities, at the rate advertised on the CERES Corporate Volunteering website.
- Should the Organisation that is volunteering choose not to include venue hire in their booking, note that there is limited storage onsite, and CERES will not be held responsible for any lost or damaged property.

CERES is not responsible for the loss, damage or theft of any property or money belonging to the Organisation that is volunteering and/or their associated third parties.





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The Organisation indemnifies CERES in relation to any losses, claims, damages or demands for payment arising from any breach of copyright, infringement of moral rights, or other unlawful use of intellectual property in the course of use of the host area.

Public Liability Insurance

While on site at CERES, visitors to the site are covered by CERES Public Liability Insurance. The Certificate of Currency can be found [here](#).

First aid and emergency evacuation

CERES Reception & Visitor Centre is the designated First Aid point on site at CERES Brunswick East. In the event of an emergency evacuation, the Organisation that is volunteering will be notified via a public address and is expected to follow the evacuation procedure posted in the relevant CERES area. Volunteers must follow the instructions of CERES staff during any evacuation procedures.

Vehicle Access

CERES is a pedestrian only site. Under no circumstances can vehicles remain parked within CERES, other than designated parking spaces.

Other

Communications

On occasion CERES will use the email address provided with your booking to send you CorporateVolunteering related opportunities. Your email address will never be shared with other organisations and you may unsubscribe at any time via the links provided in the communications, or by contacting volunteers@ceres.org.au.

- From time to time the CERES Communications team may take photographs of volunteer groups while they are engaged in activities at CERES. Your group will be notified prior to commencing activities if photographs will be taken. CERES may share or post images on their social media pages and tag the Organisation that is attending, but will not share or post images that contain recognisable features or faces of individual volunteers without first gaining permission via a signed release form. If your team has any concerns about the capture and use of images, please speak to your CERES contact, or email comms@ceres.org.au.

Vaccination requirements

CERES considers vaccination to be a key part of the public health response to the COVID-19 pandemic. CERES encourages all visitors to have the full COVID-19 vaccination course unless medically contraindicated.





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All staff working at our locations, including CERES Brunswick East and CERES Joe’s Market Garden, have met vaccination requirements.

Unforeseen circumstances

In the event of inability to comply with any of the provisions of this contract by any unforeseen contingency or accident, CERES reserves the right to cancel any booking or refund any deposit without notice. Every effort will be taken by us to notify you of such issues as far in advance as possible.

I _____ from _____ have reviewed and agreed to the above terms and conditions.

Signed:_____

Date:_____

