

**WANUSKEWIN VIRTUAL PROGRAMMING
TERMS AND CONDITIONS
2024**

Thank you for booking with Wanuskewin to learn more about Northern Plains Indigenous cultures. Our Visitor Services Coordinator is here to assist you throughout the booking process, while our Visitor Services team will deliver your programming.

Please read these Terms and Conditions between the Convener (individual or group responsible for bringing people together for the purposes of engaging in programming as defined in these Terms and Conditions) and Wanuskewin Heritage Park Authority (WHPA) before signing.

1. GENERAL VIRTUAL PROGRAMMING POLICY

- a. All virtual programming bookings include one live virtual program with a guide. All sessions are forty-five (45) to sixty (60) minutes.
- b. **There is a maximum of forty (40) participants per virtual programming session.** For larger groups, the Convener can request special accommodations at least ten (10) business days prior to the booking date; special accommodations may incur additional fees and must be approved by the Visitor Services Coordinator.
- c. Virtual programs will be delivered via the Convener's choice of video conferencing platform. The Convener must provide the Visitor Services Coordinator with a secure meeting link for the video conferencing platform at least one (1) business day prior to the booking date.
- d. **The recording of virtual programming is strictly prohibited.** Failure to comply with this will result in the immediate end of the virtual program without refund.
- e. Teachers and chaperones are responsible for the behaviour, discipline, and conduct of participants under the age of eighteen (18) at all times. Poor conduct, disrespectful behavior, and/or dangerous activities may result in the immediate end of the virtual program at any time without refund.
- f. No more than four (4) virtual programming sessions may be booked within a single day.
- g. The Convener is responsible for alerting the Visitor Services Coordinator to any technological issues they are experiencing. WHPA will do its best to assist with technological issues, including but not limited to delaying the start time of the program when possible or rescheduling the booking.
- h. If the Convener does not join or start the video conference within fifteen (15) minutes of the start time without alerting WHPA to any technological issues or delays the Convener is experiencing, the booking will be considered a no-show and the virtual programming will be cancelled without refund.
- i. WHPA reserves the right to refuse bookings that promote values that contradict WHPA's mandate.
- j. Changes in how programming is delivered is subject to change any time based on the discretion of Visitor Service staff, available resources and staffing, and/or any protocols outlined in these Terms and Conditions or put in place by WHPA.
- k. Virtual programming may be suspended at any time based on the discretion of WHPA. Bookings that are signed and confirmed before the suspension of virtual programming will not be affected by the suspension, and the booking(s) will be completed as outlined in the booking sheet(s).
- l. Liability or failure to meet the Terms and Conditions remains the responsibility of the Convener named in these Terms and Conditions.

2. CONFIRMATION

- a. **A signed copy of these Terms and Conditions, along with a signed copy of the booking sheet, must be sent to the Visitor Services Coordinator at least one (1) week before the booking date to confirm the booking.**
- b. **Agreeing to the Terms and Conditions when submitting a booking request online will be considered equivalent to a signed copy of the Terms and Conditions.**
- c. Should the number of participants greatly exceed the forty (40) participant limit without prior approval from the Visitor Services Coordinator, WHPA may charge for a second group.

3. INVOICING AND PAYMENT

- a. A Square invoice for the full payment will be sent to the contact on file once the Visitor Services Coordinator receives a signed copy of the booking sheet and the Terms and Conditions. The invoice can be paid online by credit card or at Wanuskewin at the front till. Contact the Visitor Services Coordinator for alternative payment options.
- b. Payment in full is due seven (7) days before the booking date.

4. VIRTUAL PROGRAMMING CANCELLATION

- a. If cancellations are received seven (7) or more business days before the date of the booking, deposits are refundable, minus any costs already incurred by WHPA.
- b. If cancellations are received less than seven (7) business days before the date of the booking, the Convener may incur penalties up to one hundred percent (100%) of contracted services.
- c. If the Convener does not give the Visitor Services Coordinator prior notice of their cancellation, the Convener forfeits any deposits or payments already paid to WHPA.
- d. The Convener may request that the deposit for a cancelled booking be saved as a credit on file for future use. If approved, credits on file must be used within the fiscal year; WHPA's fiscal year ends on March 31 every year.

5. FORCE MAJEURE

- a. If performance of this Contract by WHPA is delayed or rendered impossible by an act of God, government authority, disaster, strike, civil disorder, inclement weather, or an emergency, this Contract may be terminated by written notice without liability.

By checking "I agree" on the Booking Request Form, you indicate that you have read, fully understood, and agree with all of the above Terms and Conditions; agreeing to the Terms and Conditions when submitting a booking request will be considered equivalent to a signed copy of the Terms and Conditions.

Please email the Visitor Services Coordinator (tours@wanuskewin.com) if you have any questions or concerns.