

# POLICIES AND PROCEDURES

## INCURSIONS

During our incursions the safety of the students, staff and dingoes is our top priority. Students and staff must follow the instructions of the presenter at all times. Whilst our ambassador dingoes love people, they are still wildlife, and it is important to be informed on the correct way to behave around them. Audience members must always use **quiet voices, move slowly and carefully**, and **must not touch any dingo unless invited to do so. Dingo Whiskers Presenters reserve the right to end sessions early if these procedures are not adhered to.** Our aim is to share our knowledge with as many dingo-lovers as possible, and our presenters will always aim to make the presentations as fair and engaging as possible. Please let your presenter know, or contact our team at [dingowhiskers@gmail.com](mailto:dingowhiskers@gmail.com), if you are unsatisfied with any part of your experience.

**A deposit of \$200.00 is required at the time of booking. Remaining balances can be paid prior to or after the incursion(s).**

## ONLINE PRESENTATIONS

During our Online Presentations we ask that guests remain quiet unless necessary whilst the presenter is speaking. We encourage audiences to turn their microphones and cameras on as we love being able to see your reactions! Questions can be placed in the chat, or collated by a staff member, and our presenters will attend to all questions at the end of the presentation. Our aim is to share our knowledge with as many dingo-lovers as possible, and our presenters will always aim to make the presentations as fair and engaging as possible. Please let your presenter know, or contact our team at [dingowhiskers@gmail.com](mailto:dingowhiskers@gmail.com), if you are unsatisfied with any part of your experience.

**A deposit of \$125.00 is required at the time of booking. Remaining balances can be paid prior to or after the presentation(s).**

# POLICIES AND PROCEEDURES

## EXCURSIONS

During our excursions the safety of the students, staff and dingoes is our top priority. Students and staff must follow the instructions of the sanctuary staff and volunteers at all times. Whilst our ambassador dingoes love people, they are still wildlife, and it is important to be informed on the correct way to behave around them. Audience members must always use **quiet voices, move slowly and carefully,** and **must not touch any dingo unless invited to do so.**

**Dingo Whiskers Presenters reserve the right to end sessions early if these procedures are not adhered to.** Entry to our exercise yards will only be granted to each attendee once they have listened to or read the instructions on how to behave around our dingos when visiting the dingo's territory (including the exercise yards and sleeping pens). It is necessary to apply biosecurity controls on our property, to prevent the spread of canine diseases. These biosecurity measures differ through the year and we ask that visitors adhere to all biosecurity instructions provided to them by sanctuary staff and volunteers. Visitors **must wear enclosed shoes and long pants.** Visitors are encouraged to dress appropriately for outdoor weather and bring any water, food and medication they may require.

## CANCELLATIONS AND REFUNDS

**More than 3 weeks (21 days) notice:** Clients are entitled to a full refund if cancelling with more than 21 days notice. If re-scheduling with more than 21 days notice, deposit will be held in credit and applied to the next session.

**Less than 3 weeks (21 days) notice:** Clients are not entitled to a refund if cancelling with less than 21 days notice. If rescheduling with less than 21 days notice, a \$100.00 reschedule fee applies. Any remaining deposit will be held in credit and applied to the next session.