

GALIANO CONSERVANCY ASSOCIATION BOOKING & CANCELLATION POLICIES

Accepted Forms of Payment

The GCA accepts the following forms of payment:

- Online credit card payments (2.2% +\$0.30 Stripe processing fee applies)
- In-person credit card, debit, Google/Apple Pay or other forms of payment compatible with Square POS payment processing systems (various [Square processing fees](#) apply)
- Mailed or in-person cash or cheques
Cheques should be addressed to "The Galiano Conservancy Association" and sent to the following address:

Galiano Conservancy Association
10825 Porlier Pass Road
Galiano Island, BC V0N 1P0

The GCA does not accept:

- E-Transfers

Booking Policy

All GCA environmental education programs and rentals are booked on a first-come, first-serve basis. The GCA reserves the right to refuse changes bookings if changes conflict with other program bookings.

A) Payment Deadlines

To secure your program/rental date(s), a 20% deposit is required within 2 weeks of receiving your invoice. If a deposit is not received, your program dates may be given away. Final payment is due upon your arrival on Galiano.

B) Changes to Education Group Size

Changes to group size can be made up to 3 days before your arrival on Galiano at no additional cost and will be reflected in your final payment. Changes to group size cannot be made within a 3-day period and your final payment will remain fixed.

The GCA reserves the right to refuse changes to education group size if changes conflict with other program bookings.

Please note:

- We charge for a minimum of 10 participants even if your group size is fewer than ten.
- The maximum size for a group is 40 youth participants.
- Up to 5 adult chaperones are free of charge. Additional adult chaperones will be charged the same as youth participants.



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C) Changes to Program Date(s), Millard Learning Centre and GCA Bus Rentals

For programs lasting 1-3 days/nights: Changes to program date(s), Millard Learning Centre Accommodations and GCA Bus Rentals can be made up to 2 weeks before your program start date at no additional cost. Any requested changes within the 2 weeks may be subject to an administration fee that is the lesser of \$100 or 10% of your total amount owing.

For programs exceeding 3 days/nights: Changes to program date(s), Millard Learning Centre Accommodations and GCA Bus Rentals can be made up to 4 weeks before your program start date at no additional cost. Any requested changes within the 4 weeks may be subject to an administration fee that is the lesser of \$100 or 10% of your total amount owing.

The GCA reserves the right to refuse changes to program dates, Millard Learning Centre Accommodations and GCA Bus rentals if changes conflict with other program bookings.

D) Changes to Camping Gear Rental Requests

If you no longer need to rent camping gear please let us know at least 3 days before your program's start date. Removal of camping gear rentals within the 3-day period may be subject to an administration fee of \$50.

New or additional camping gear rentals can be requested at any time at no additional cost. New or additional camping gear rentals will be added to your final invoice. If you have already paid for your final invoice, we will issue you a separate invoice with new or additional camping gear rentals.

The GCA reserves the right to refuse new or additional camping gear rentals if changes conflict with other bookings.

Cancellation Policy

For programs lasting 1-3 days/nights: Payments for education programs, Millard Learning Centre Accommodations and GCA Bus rentals are 100% refundable up to 2 weeks before the program's or rental period start date. For cancellations within a 2-week period, your 20% deposit will be forfeited. If you must cancel within 2-weeks of your program because of COVID-19¹, we will defer your 20% deposit towards a future booking within the next calendar year.

¹ **COVID-19-related Cancellations**

We define COVID-19-related cancellations as:

- Cancellations because your group needs to quarantine/self-isolate for COVID-19 reasons
- Cancellations due to changes in provincial or federal public COVID-19 health orders restrict travel to Galiano or participation in GCA education programs



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If WE need to cancel

The GCA reserves the right to cancel education programs and rentals at any time. If we need to cancel your program, we will give you the option to either:

1. Postpone your program date and defer program payments (a 10% discount will be given for re-booked programs within the same calendar year) or;
2. Cancel your program indefinitely and receive a 100% refund for your program payments



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