



australian farm tourism Terms & Conditions | Farmstay

Payment, Deposit and Cancellation Policy

- A non-refundable administration fee of \$1000 (for large groups), \$500 for smaller groups (under 50pax) is required to be paid within 4 weeks of written confirmation of the group arrangements.
- A non-refundable deposit of 10% is required 8 weeks prior to arrival (when application forms are supplied and farm host families commit to the booking).
- Full payment for all groups is required 7 days prior to arrival.
- In the event of any cancellations, All cancellations must be in writing and the following terms are applicable;
 - a) All cancellations up to 8 weeks prior to arrival – only the administration fee is non-refundable
 - b) Cancellations less than eight (8) weeks prior to arrival – 10% of the total cost will be applicable
 - c) Cancellations less than four (4) weeks prior to arrival – 50% of the total cost will be applicable
 - d) In the event of any cancellations within 7 days prior to arrival or in the case of a no show, full cancellation fees will apply

Allocating: Agents or School conduct the matching

Should the agent / school require AFT to do the matching, this is possible but needs to be advised at the time of booking.

- The proposed number and gender to be supplied to AFT as soon as possible after booking, complete with any known health issues if possible.
- A full manifest to be supplied to AFT at least 8 weeks prior to arrival of the group. Manifests need to include name, age, gender, class grouping and any known health issues.
- If a specific request has been made for the number of student / farm, these details to be finalised 8 weeks prior and included in the above manifest. Eg Request for all students to be in 3 / farm. (NB Surcharges may be applicable)
- AFT and the coordinator determine the number of farms to be used. The same farm hosts are not necessarily available for different programs. Most host farm allocations will be 4 persons per farm. However, some host farms have only one or two rooms available and are also only able to transport 2, 3 persons in their family vehicles. Some farms will only accept minimum of 4 students as it is not financially viable to accept less due to family members needing to take time off work. Some farms are able to host up to 7 persons so please advise if a larger farm is required for a family, group of teachers etc.
- AFT will provide the available farm host profile with the number of beds available at each farm 4 weeks prior to arrival. This gives the agent/school 2 weeks to conduct the matching. Should it be required any earlier, please advise at the time of booking.
- Farm Host details supplied will include: address, phone number, type of farm, number of beds, preferred gender, number of family members living at home and any pets.
- The agent is to provide the completed farm host list with student names entered 2 weeks prior to arrival.
- All application forms need to be supplied minimum 2 weeks prior to arrival so that they can be passed to farm hosts in plenty of time. Please ensure all information is accurate and any medical conditions have detailed information and doctor's certificates if required.
- If children have allergies to cats, dogs or other animals, we will try and ensure that students are not allocated to farms with cats and dogs etc. However, due to the nature of the farmstay business, this cannot be guaranteed. It is recommended that agents be specific on whether the student has an allergy, rather than requesting no to animals due to being nervous. It is also recommended where possible that students with similar pet allergies are grouped together so they can stay with a farm host that does not have pets.
- Any changes to farmstay allocations within 7 days of arrival may incur amendment fees, depending on the circumstances.
- Changes to host farms may occur due to unforeseen circumstances. We endeavour to keep these changes to a minimum.

Teachers Inspections & Visit to Farmstays (During a program)

- Inspections of farms where students are staying may be arranged for programs for more than 1 night duration. An inspection during a 1 night program is too disruptive and may impact on the student's experience.
- An AFT coordinator must accompany the teacher/s on any inspections. Transport can be arranged if required (surcharges apply).
- Due to the availability of the farmers, we cannot guarantee pre-advisement of the farms we will visit during the inspection.

Farmstay inspections by teachers during stay are generally not recommended with one night stays.

Inspections of farms where students are staying may be arranged. AFT will arrange AFT Co-ordinator and transport.

These inspections are recommended to be conducted with our co-ordinators. Teachers may find it difficult to find farms and inspections are by appointment only. Each area i.e. Gatton and Toowoomba would require a vehicle and AFT guide.

Agent supplies transport.

If agent is supplying transport, the vehicle must always be a minivan or smaller vehicle, large coaches (larger than 21 seaters) are not suitable for farmstay inspections.

AFT Coordinator or representative \$95.00 + GST per hour Minimum of 3 hrs.

Farmstay Privacy issues

NOTE: Under the Australian Privacy Act information supplied to you at that time including host names and addresses and phone numbers should not be used for any purpose other than for students for correspondence with their hosts after departure. Contact with hosts prior to arrival and during the program should always be through AFT or our nominated party, i.e. local coordinator.

The application form is required to be signed by each student/parent or guardian. This form will be provided at the time of booking. Other company application forms are unfortunately not acceptable.

Thank you for giving us the opportunity to provide you with a quotation for this group