

## National Trust (ACT)

### Cancellation Policy for Tours & Events

For local tours and events (including Heritage Walks and Trust Talks):

- If cancelled more than 7 days prior to the date, a full\* refund will be given. Heritage Walks are booked via Eventbrite and can be cancelled via Eventbrite.
- If cancelled within 7 days of the event and the place can be filled or if there are exceptional circumstances, a full\* refund will be given. (For Heritage Walks, requests should be made to [heritagewalksact@gmail.com](mailto:heritagewalksact@gmail.com).)
- For Trust Talks, all requests for refunds should be made to [trusttalksact@gmail.com](mailto:trusttalksact@gmail.com).

\*If booked online the service providers may withhold their fees.

For interstate coach or self-drive tours **full payment must be made at least 7 days prior to the event** (except in the event of a late booking where there is a vacancy):

- If cancelled more than 7 days prior to the date:
  - and the place can be filled, a full refund will be given; or
  - if the place cannot be filled, a refund less 10% for administrative costs will be given.
- If cancelled within 7 days of the event, a refund will only be given in exceptional circumstances. The National Trust (ACT) reserves the right to withhold administrative costs and any money that has been committed to other parties, eg entry fees, catering etc.

For overseas or interstate tours arranged by a travel agent, cancellation policy will be subject to that of the travel agent responsible for the tour.

NOTICE OF CANCELLATION SHOULD BE MADE VIA THE RELEVANT BOOKING SITE OR, IF BOOKED THROUGH THE NATIONAL TRUST (ACT) OFFICE TO THE OFFICE, AS EARLY AS POSSIBLE TO ENABLE PLACES TO BE MADE AVAILABLE TO OTHERS WHERE POSSIBLE.

National Trust (ACT) – [info@nationaltrustact.org.au](mailto:info@nationaltrustact.org.au) or 6230 0533 (office hours 9.30am-3pm Tuesday to Thursday).