

## Event Registrations

To ensure your registration is accurate and efficient, all bookings must be submitted using the official booking form. An Experience Team member will provide confirmation of your booking.

- **Payment:** Full payment via ticket or via direct bank deposit is required at time of booking. Your booking is not secure until payment has been received. It is your responsibility to ensure payment is made.
- Refunds are only available in limited circumstances, such as unexpected illness, and must comply with terms and conditions. Unfortunately, we are unable to hold places or offer refunds outside these conditions.

### Event Notifications:

- An email will be sent to our database when event registrations open, with a reminder sent before registrations close—unless the event sells out earlier.
- Updates are also posted on the Avida Official Facebook page.
- Please note: You will not receive event emails if you have unsubscribed from Avida communications.

If you are experiencing issues receiving Avida emails, please contact the Experience Team—and don't forget to check your spam or junk folders.

### Event Capacity:

Each event has a capped number of registrations, as outlined in the event promotion. This ensures we can host multiple events throughout the year and provide the best support to our Event Ambassadors, who generously volunteer their time.

Be sure to book fast as they do sell out!

### Save the Dates:

When a Save the Date is announced for an upcoming event, you may register your interest in writing with the Experience Team.

Once registrations open, the Experience Team will email you directly with the details. It is then your responsibility to complete your booking—including registration form and payment—within the advised timeframe. Please note that no further reminders will be issued.

### Event Conditions & Cancellations

- **Payment:** Full payment is required at the time of registration.
- **Cancellations:** Requests must be submitted in **writing** and approved by the Experience Team ([experience@avidarv.com.au](mailto:experience@avidarv.com.au)).
- Cancellations for change of mind will not be accepted.
- **Details Shared:** Your name(s), email, contact number, and RV details will be provided to the event venue/park for booking purposes.

**Refunds:**

- All cancellation requests must be in writing and approved. No refunds are provided for change of mind.
- Refunds are processed back to the original credit or debit card.
- A \$30 administration fee applies for cancellations made more than 30 days before the event start date in addition to:
- Any deposits/payments Avida has made to vendors/suppliers for the event. These amounts will be deducted from the refund in addition to the admin fee.
- No refunds are available for cancellations made within 30 days of the event start date.

**Transfers:**

- Transfers are permitted if there is a waiting list.
- If a waiting list participant accepts and pays, you will receive a refund (less the \$30 admin fee).
- No transfers can be arranged within 14 days of the event start date.
- To check availability, please contact the Experience Team.

**Event Schedule:**

- A schedule is available when the event opens.
- A final schedule will be emailed two weeks prior to the event. Updates may also be shared by email.
- Please note schedules are subject to change, including during the event, due to factors beyond Avida's or the Event Ambassadors' control.
- A detailed event handbook will be emailed 1–2 weeks prior. A printed copy of the schedule and handbook will also be provided at check-in.

**Additional Items:**

- Please always make yourself aware of the events accommodations terms, conditions and rules,
- Children and/or additional adults are always welcome. Please contact the Experience Team for additional costs as they can vary each event.
- We will always endeavor to select pet friendly parks where possible. Please note it is not possible for all activities/inclusions to be pet friendly. Please always check park conditions for pets and adhere to their requirements during your stay.
- Dietary Requirements: It is your responsibility to advise an Experience Team at each event attendance any dietary requirements. Unfortunately we cannot cater to dietary preference.
- Costing: We continue to run these events not for profit and our number one aim is to provide you with the best price possible despite the continued increase in costings beyond our control. Please note Events may vary in price depending on the location, peak period, catering and included activities. Thank you for your understanding.