



Explaining QCCC's Cancellation Policy:

Most of QCCC's contracts are made 10-12 months in advance of the booking and to honour each contract QCCC turns away multiple other bookings and enquiries, particularly in Term One which is highly sought after. As contracts were being entered into through 2021, QCCC was consistent in its advice – "*wherever QCCC is permitted to operate according to the **Public Health Directions** normal cancellation policies, as per QCCC's terms and conditions, apply.*" This is:

"Bookings cancelled within 120 days (180 days for school bookings in Term One) of a scheduled event incur a cancellation fee calculated at 85% of minimum numbers booked."

Queensland Health:

Queensland Health consider Outdoor Education facilities as short-term accommodation in its Public Health Directions. The current advice in the Public Health and Social Measures linked to vaccination status Direction (No. 2) is short-term accommodation providers are operational with the following parameters:

Residential facilities			
<p>Short term rentals and short-term accommodation</p> <p><i>Example: hotels, serviced apartments including holiday rentals, holiday accommodation or hosting accommodation provided through online booking platforms</i></p> <p><i>Example: hostels, bed and breakfasts, backpackers, boarding houses</i></p>	<p>Facilities must only allow the number of persons permitted under the specific booking, letting or rental agreement for the premises or part of the premises to remain there overnight.</p> <p>A guest, or visitor of a guest, is not required to provide contact information each time they enter the accommodation. A guest or visitor of a guest is required to provide contact information when first entering the accommodation.</p> <p><i>Note – facilities that only accommodate seasonal workers must comply with the Seasonal Workers International Quarantine Plans and Checklist Direction or its successors.</i></p> <p>Operate in accordance with the COVID Safe Checklist.</p>	<p>Only fully vaccinated persons, or those with a medical contraindication, or a COVID-19 vaccine trial participant are permitted to enter and remain in restricted areas of an accommodation venue, for example a café, dining room, pub, nightclub or restaurant within a hotel.</p> <p>Occupant density is - in indoor spaces, excluding sleeping areas.</p> <p>Example – shared dining or kitchen facilities indoors.</p> <p>Occupant density limit applies – no more than 1 person per 2 square metres for areas open to or used by guests or visitors in indoor spaces</p>	<p>Permitted</p> <p>An unvaccinated person may enter and remain in the accommodation part of the premises, but is not permitted to enter and remain in restricted areas of the accommodation, for example a café, dining room, pub, nightclub or restaurant within a hotel.</p> <p>Occupant density applies in indoor spaces, excluding sleeping areas.</p> <p>Example – shared dining or kitchen facilities indoors.</p> <p>Occupant density is – no more than 1 person per 2 square metres for areas open to or used by guests or visitors in indoor spaces</p>

This Public Health Direction also goes on to describe specific arrangements for school groups and their activities:

30. A person who owns, controls or operates a **business, activity or undertaking** in Schedule 1 is not required to request a person's **contact information** under paragraph 29 if:
- the person is or appears to be younger than 16 years old and is not accompanied by a parent or adult who can provide information on their behalf; or
 - the person is or appears to be a primary or secondary school-aged child and is part of a group attending an activity organised by a school, sporting team or community group; or
- Example – A school, sporting team or community group attending a venue as part of an excursion are not required to check in school-aged children. Any adults escorting the children must check in to the venue using the Check In Qld app. Paragraph 30(b) does not apply to children attending an activity organised by a person acting in a private capacity.*

Outdoor Education Facilities are also explicitly mentioned in the COVID-19 Vaccination Requirements for Workers in a high-risk setting Direction, and all QCCC venues have worked with their staff (135 across QCCC) to comply.

Education Queensland:

As at 13th January 2022 the Education Queensland website suggests school operations, under the [Covid Safe Planning Framework](#), will resume at Scenario 2. Under these arrangements:

Curriculum-based activities

Excursions and camps

Excursions and camps are permitted, adhering to Chief Health Officer directions, e.g. wearing face masks.

An [activity consent form \(DOCX, 313KB\)](#) must be completed for any student attending an excursion or camp. The form enables information to be shared in compliance with Chief Health Officer directions.

If consent has not been provided via the activity consent form, or by other written means that will allow the school and venue to comply with Chief Health Officer directions, the student will be unable to participate.

Excursion/camp risk assessments must be undertaken prior to approval and must take into account approved COVID-19 control measures and quarantine requirements if restrictions are imposed on an area visited, e.g. the area is declared a hotspot, either during or shortly after the excursion or camp.

At a Department of Education facility

Principals must ensure that a [COVID Safe Event Checklist](#) has been completed for any excursions or camps, including those held at Department of Education Outdoor and Environmental Education Centres (O&EEC) with residential facilities.

All workers and volunteers attending a school site must be fully vaccinated for COVID-19 by 23 January 2022.

At a non-departmental- facility

Excursions and camps are permitted at venues with a completed [COVID safe checklist for restricted businesses](#), adhering to Chief Health Officer directions, e.g. wearing face masks.

Offsite premises need to adhere to Queensland's [COVID Safe Future roadmap \(PDF, 281KB\)](#).

QCCC has successfully and safely operated observing Queensland Industry Plans and/or Covid Safe Checklist since June 2020. We are more than happy to discuss with schools the arrangements in place for Covid-Safe operations, quarantine, and close contact undertakings.

Options for alternative arrangements:

We acknowledge we are in extraordinary and difficult times, so we are willing to work with groups to come to reasonable arrangements, with some of the options being:

1. Relax our minimum number policy applied to their booking where sickness and close contact expectations limit participant numbers.
2. Step up QCCC staff to assist with camps, including overnight supervision.
3. Investigate options to postpone camps to dates later in the year, acknowledging only limited vacancies exist throughout QCCC's sought-after venues.
4. Where a camp does not proceed, come to a reasonable financial arrangement so QCCC is not financially penalised for a cancellation where QCCC is not at fault.

It is QCCC's position that where our contracts are not frustrated, rather than the inability of a group to attend camp is self-imposed because of a policy they have decided to take, we will reluctantly apply our existing cancellation policies to bookings that are unilaterally cancelled.