

Flourish: Health and Wellbeing in Nature Groups Agreement.

Respect and Responsibilities

By Signing the Participant Consent and Release form you agree to treat others with respect and not engage in any disrespectful language.

Flourish: Health and Wellbeing in Nature, has the right to refuse to allow a person to participate in an activity for any reasonable circumstance such as, but not limited to, the following examples:

- Abusive and/or disrespectful Behaviour will not be tolerated. Flourish: Health and Wellbeing in Nature experiences should always be a safe & inclusive space for everyone.
- willfully harms or damages any property, flora, or fauna.
- behaves in a manner that is dangerous, intimidating, disruptive, or disrespectful to staff, and/or fellow participants.

Feedback and Complaints

At Flourish: Health and Wellbeing in Nature we respect your feedback and aim to provide a supportive environment for any person who provides feedback and/or makes complaints.

Before and after an individual program completion or a group session we will provide you with a Participant Experience Form for you to provide feedback on your experiences. This information is used solely to for Flourish: Health and Wellbeing in Nature to learn, develop and grow. It may be used for marketing or shared with any external parties.

Complaints can be made via emailing or speaking directly to the founder of Flourish: Health and Wellbeing in Nature, at info@flourishhealthandwellbeinginnature.com.au or Mob. 0433 301 763. We will endeavour to respond to all complaints in a timely manner.

Adverse Weather

If the weather forecast is indicating that any adverse weather conditions are likely a Flourish: Health and Wellbeing in Nature staff member will endeavour to contact, you before your session to discuss postponement as your safety is our primary responsibility. If you have such concerns, then please contact us.

Adverse weather does not include normal levels of heat, rain, or wind – provided participants are dressed appropriately for the forecasted weather. If however there were any of the following: lightning, thunderstorms, hailstorms, strong winds, flooding, severe heat, severe cold, dust storms, smoke or bushfire danger then these would be considered unsafe conditions and the session should not proceed.

Privacy and Confidentiality

At Flourish: Health and Wellbeing in Nature, we are committed to maintaining and respecting an individual's confidentiality.

Every precaution is taken is taken to maintain and protect an individual's confidentiality whilst in the outdoors. This may mean certain places are not appropriate to visit or are avoided during peak times. We collect, store, and protect Health and Sensitive information in accordance with The Australian Privacy Principles (or APPs) and are bound by the Privacy Act.