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## Workshop Terms and Conditions

Thanks so much for your interest in one of our workshops — we're genuinely excited to have you along for the ride! These terms and conditions are here to make sure everything runs smoothly and expectations are clear for everyone involved. If you have any questions at all, just reach out.

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### Booking and Payment

- To lock in your spot, we require a **deposit**, which is usually **20–25% of the total cost**, depending on the specific workshop.
- The **final balance** is due between **60 and 30 days before departure**, depending on the workshop. These details will be outlined in your booking confirmation.
- If you're booking within 30 days of the workshop, we'll just need the full amount up front to confirm your place.

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### Cancellations by You

- If you cancel **more than 60 days** before the workshop, you'll receive a **refund of your deposit minus a 20% admin fee**. At this stage, only the deposit will have been paid, so this fee helps cover planning and admin time already spent.
- If you cancel **within 60–30 days** of the workshop:
  - You're welcome to **roll your booking** onto another workshop later in the same calendar year (if there's space), or onto **the following year**.
  - If you (or we) can find someone to take your place, we're happy to provide a **full refund**.
  - If a replacement can't be found, we recommend rolling your booking forward to a future workshop to retain the value of your payment. In this case we need to retain the full amount to cover our lost time and costs in not being able to fill the position with such late notice.
- All cancellations must be made in writing (email is fine).
- **Travel insurance is highly recommended** to cover cancellation costs due to illness, travel disruption, or other unexpected situations.

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### Cancellations by Us or Events Outside Our Control

- If something beyond our control forces us to cancel — like **bad weather, aircraft issues, government restrictions, or global events** — we'll always do our best to find an alternative or reschedule.
- In situations where the trip can't go ahead, we may need to retain **up to 20%** of what you've paid (whether that's the deposit or the full amount) to help cover our admin and pre-paid costs.
- The remaining balance will either be **refunded** or **credited toward a future workshop**, depending on your preference.

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### Third-Party Providers

- Some parts of the experience rely on third parties — think **aircraft operators, accommodation, or tours**. We work with trusted partners, but sometimes changes happen on their end.
- If a major component (like a flight) gets cancelled, we'll do everything we can to pivot and keep the experience going — but we can't guarantee a like-for-like replacement.

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### Changes to the Itinerary

- We might need to tweak things if the weather plays up or if logistics change, but any adjustments will always be made with your best experience in mind.
- If minimum numbers aren't met and we need to cancel the workshop, we'll offer a **full refund** or a **transfer to another date**.

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### Fitness and Safety

- Our workshops can take us to some pretty **remote or rugged locations**, especially when aircraft are involved — so a **basic level of fitness** is recommended.
- If you have any concerns about accessibility, fitness, or health conditions, let us know — we're happy to talk through what's involved.
- You're also responsible for having **appropriate travel, health, and equipment insurance** in place for the duration of the workshop.

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### Respecting the Group

- We want every workshop to feel collaborative, relaxed, and inspiring — and we ask that everyone treats each other (and the environment) with respect.
- In rare cases where someone's behaviour is disruptive or unsafe, we reserve the right to remove them from the group without refund.

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### Communication and Prep

- We'll keep in touch with you in the lead-up to the workshop with info about what to bring, what to expect, and any last-minute updates.
- You can always reach out with questions — we're here to help.

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### Use of Images

- During the workshop, we may capture some **behind-the-scenes images or videos** for promotional purposes. Let us know in writing if you'd prefer not to be featured in anything we share.

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### Agreement to Terms

By paying the deposit, you acknowledge that you have read and agree to the terms and conditions outlined above. If you have any questions or concerns, please don't hesitate to get in touch before making your payment — we're always happy to help.