Eligibility Criteria and Terms and Conditions

Social Happy Hour and Empowered Living Program Sessions

Guide Dogs SA/NT

1. **Eligibility:** Sessions are available to people aged 18 years and over. Carers, guardians, family members or friends are welcome to accompany the individual attending.

2. **Fees:** Sessions are free of charge unless a fee applies to a particular activity. Any applicable fee will be clearly stated on the registration form.

3. **Registration:** Registration is required for each activity. Please use the relevant online booking form or contact the Guide Dogs SA/NT Client Services team by phone on 1800 757 738 or by email at clientsupport@guidedogs.org.au to register.

4. **Availability:** Places may be limited and are subject to availability. Registration does not guarantee a place until confirmed by Guide Dogs SA/NT.

5. **Accessibility and support needs:** Please advise the Client Services Team of any accessibility requirements or support needs when registering so appropriate arrangements can be considered.

6. **Transport:** Participants are responsible for arranging their own transport to and from sessions unless otherwise advised. Guide Dogs SA/NT can provide human guiding assistance and help participants find suitable transport options to support safe travel to and from sessions.

7. **Cancellations and non-attendance:** If you can no longer attend a session, please notify Guide Dogs SA/NT as soon as possible so your place can be offered to another participant.

8. **Changes or cancellations:** Guide Dogs SA/NT reserves the right to amend, postpone or cancel a session when necessary. Registered participants will be notified of any changes.

9. **Respectful behaviour:** Participants are expected to treat other attendees, presenters, staff and volunteers with courtesy and respect. Please be considerate of others' experiences, accessibility requirements and support needs, and follow reasonable instructions provided by Guide Dogs SA/NT staff and presenters. Guide Dogs SA/NT reserves the right to require any participant to leave the event or activity at any time, at its discretion.

10. **Punctuality and attendance:** Participants are expected to arrive on time and remain for the duration of the session where possible, out of consideration for other participants, presenters and venue requirements. If you expect to arrive late or need to leave early, please notify the Client Services Team in advance where possible.

11. **Safety:** Participants must follow all reasonable safety instructions provided by Guide Dogs SA/NT staff, presenters and venue personnel to help ensure the safety and wellbeing of everyone attending.

12. **Guide and Assistance Dog Participation:** Guide Dogs SA/NT reserves the right to request evidence of current vaccinations and/or veterinary clearance where there is a reasonable concern about a dog's health, or where required to protect the health, safety and wellbeing of other dogs participating in Guide Dogs SA/NT activities. Guide Dogs SA/NT also reserves the right to require the removal of any dog displaying behaviour that is considered inappropriate, aggressive or poses a risk to people or other dogs

13. **Personal belongings:** Participants are responsible for their own personal belongings. Guide Dogs SA/NT accepts no responsibility for lost, stolen or damaged items.

14. **Photography and video recording:** Photography or video recording may occur during activities. Appropriate consent will be obtained before identifiable images or recordings are used for promotional, communication or other external purposes.

15. **Dietary requirements and allergies:** Please advise of any allergies or dietary requirements when registering, or contact the Client Services team in advance, to assist with catering arrangements where applicable.

16. **Remote participation:** Where available, participants may join sessions remotely via Microsoft Teams. Remote participation arrangements and joining instructions will be provided following registration. Participants joining remotely will be contacted or admitted to the session at the scheduled time. As these sessions are designed to encourage social connection and interaction, in-person attendance is encouraged where possible.

17. **ELP Sessions:** Participants who register for the Empowered Living Program (ELP) are expected to attend all three sessions in the series to support continuity of learning and participation. If you are unable to attend all three sessions, please contact the Client Services team.

18. **Feedback and complaints:** Guide Dogs SA/NT welcomes feedback, compliments and complaints. To raise a concern about a session, contact the client support team on 1800 757 738 or email clientsupport@guidedogs.org.au. Complaints are handled through Guide Dogs SA/NT's complaints management process.

By registering for a session, participants acknowledge and agree to these eligibility criteria and terms and conditions.