

## Live Well Events Terms and Conditions

Live Well in Willoughby is a program that helps residents to improve their sustainability knowledge and skills through events and activities that support healthy lifestyles, waste reduction, energy efficiency and making the best use of our natural assets.

### How can I find out about events and activities?

New events are published in the Live Well in Willoughby booklet available in our libraries, community centres and at Customer Service (booklets are published every six months), on our website under events, in the [Live Well e-newsletter](#), and sometimes on our Facebook page.

### How can I make a booking?

You must book to attend an event via our website (which links to EventBrite) or, if you are unable to do this, by calling 9777 1000 during office hours. Bookings are essential.

### Do I have to pay a fee?

The majority of our events do not have a fee but occasionally, when there are material costs and expenses, a fee may apply. Any fee will be listed on the event booking page. Payment must be made online at the time of booking.

### Can I attend an event if I don't live in the Willoughby City Council area?

Our events are either free, or heavily subsidised, with the costs covered by our ratepayers. Some events with limited places are offered exclusively to residents. For all other booked events where places are limited, Willoughby residents get priority over non-residents: If you are not a resident, please book in for an event indicating your suburb and we will notify you before the event if, due to limited availability and high demand, you have to forgo your booking to allow a resident to attend.

### Are events ever postponed or cancelled?

We may postpone or cancel events due to low numbers or due to circumstances outside of our control such as poor weather or Covid19. If this happens, an email notification is sent to anyone who has booked. We may also mark the event as postponed or cancelled on our website. In most circumstances, we will send a reminder email to anyone who has booked for an event ahead of time to confirm the event is going ahead.

### How do I cancel a booking?

Please cancel your booking online through Eventbrite (via the link in your booking confirmation email) and [email us](#) or the listed event organiser to let us know as soon as possible, so we can offer the place to someone else. Many of our events are fully booked with a waiting list and frequent non-attendance at events may result in your individual bookings being refused in the future.

### Can children attend?

Some events are designed specifically for children while others are for adults. For events with children, often the event organiser will specify the age (i.e. 5 years and up). It is essential to adhere to this age requirement for safety and practical reasons. When it is not specified in the event information whether children are allowed to attend, please [email us](#) or the listed event organiser to confirm.

### What are the requirements for bushwalking and outdoor events?

Most bushwalking events require an average level of fitness and good stability. Participants need to be able to walk on uneven, sometimes slippery surfaces and manage steep steps comfortably. Please contact the event organiser prior to the event to discuss the walks difficulty and length or communicate any health or ability concerns you may have.

#### Can I bring my pet on bushwalks and to outdoor events?

Please do not bring dogs or other pets on bushwalks or to outdoor events, unless pets are specifically requested by the event organiser.

#### How do I attend an online event?

We use Zoom for most of our online events. We will send you a Zoom link via EventBrite approximately a week before the event and again as a reminder a day before or on the day of the event.

If you are using a phone or tablet, you will need to download the Zoom application before the event – please do this ahead of time to make sure it is working. (There is no need if you are using a computer). Using a computer or tablet is recommended due to the bigger screen size.

Please log into an online event at least 5 minutes before it starts to make sure that your internet connection is working. Events usually start on time.

If you have any issues joining the event online, you can [email us](#).

#### Can I watch a recording of an online event?

Most of our webinars are recorded and a link to the recording is emailed to anyone that booked for the event for a two-week viewing period.

#### What are my obligations at an event?

Attendees at events are expected to be respectful, ask constructive questions, and be engaged. Any disruptive behaviour may result in the person responsible being asked to leave at a face-to-face event or removed from a session online. You must comply at all times with the health and safety policy of the venue.

If you are late to an event or prevented from attending due to travel delays or any other circumstances, we shall not be obliged to provide you with a refund or to wait to start the event until you arrive.

#### Should I inform you if I have a disability, medical condition or have special dietary requirements?

If you have any disability or medical condition that requires us to make special arrangements for you or you have any special dietary requirements that are relevant for a catered event, please [email us](#) or the listed event organiser as soon as possible and at least one week prior to the date of the event to see if we can accommodate you.

#### Is the information provided at events credible?

We try to choose presenters who are reputable and provide evidenced based information. However, the information provided is for general educational purposes only and we do not guarantee its accuracy. It is left to the discretion and judgment of you, the attendee, to determine whether the information meets your needs. Unless specified, Council does not endorse or recommend any companies, organisations, products or services mentioned in events.

### How can I provide feedback on events?

After most booked events, anyone who booked online is sent a link to a 3-minute online survey to complete about their experience. All entries are eligible for the monthly prize draw to win an eco gift-pack worth over \$50 (conditions apply).

### Will you use photos, videos or quotes from me?

Council will not use photos, video footage or quotes taken of / from you in promotional material without your permission as specified in the Privacy and Personal Information Protection Act 1998 – Section 10. If photos, video footage, or quotes are collected from a person under or the age of 18, permission from a parent or guardian needs to be obtained.

### Is the privacy of my information protected?

Bookings are made through Eventbrite, which is an external website. Please read their privacy policy and other disclaimers for how they store and use your information.

Any information (including personal information) that Council collects from bookings will only be used for the purposes of holding the event and this information will not be used for future promotional and marketing purposes unless you grant permission. Any personal information we collect from you will be handled in accordance with Council's [Privacy Statement](#) and the Privacy & Personal Information Protection Act 1998.

### How can I get more information?

Email: [env.educators@willoughby.nsw.gov.au](mailto:env.educators@willoughby.nsw.gov.au) or the listed organiser for a specific event.

Phone: 9777 1000