

Group size and booking policy

National Electoral Education Centre

Rationale

To support the integrity of the educational program with appropriate staff-to-participant ratios and to provide a suitable, safe and effective environment for both clients and employees, within the physical restrictions of the National Electoral Education Centre Canberra.

The National Electoral Education Centre (EEC) limits the number of participants in a session to **40 secondary/adult participants per session** and **45 primary participants per session**.

Adults supervising/accompanying a group are not included in these numbers. However, if the number of accompanying adults is considered too high, the EEC may need the group to book additional sessions.

Acceptance of oversized groups will be at the discretion of the EEC Manager and subject to negotiation prior to visit. The final decision rests with the Manager, who may need excess participants to miss the presentation and be supervised by an accompanying adult from the tour group.

Booking procedures

Confirming a booking

Bookings are confirmed by fax sent by the EEC to the booking agent. It is the responsibility of the booking agent to contact the EEC if a fax is not received within 24 hours or there is an error.

Changes to bookings – including re-scheduling, cancellation and changes to group numbers.

- The EEC should be notified of any changes as early as possible.
- Bookings can only be changed by the agent who has made the booking on behalf of a visiting group.
- If the group numbers change, the booking agent should contact the EEC to discuss the options available. Please refer to the Group Size Policy above.
- Changes are confirmed by a fax sent by the EEC to the booking agent.
- Sessions which become available as a result of cancellations will be offered in the first instance to groups on the waiting list.
- The Electoral Education Centre is sensitive to the cultural and religious diversity of our visitors. We endeavour to provide an educational program that recognises and respects the needs of all our visitors, and ask you to please advise us of any special issues we need to consider when making your booking.

Change of booking agent details

- EEC bookings are considered to be held by the client, i.e. the visiting group, not the agent who made the booking on their behalf.
- Groups who change booking agents should inform the EEC and confirm the following details in writing:
 - that the original booking agent has been informed of the change of agent, and
 - that the new booking agent is aware of all booking details.