



School excursion terms and conditions

Terms and conditions

Tours of Southern Rural Water's Reservoirs and associated structures must be conducted to the highest level of safety. There are large, open bodies of water, fast moving water and moving vehicles on our sites. It is essential that all participants students, teachers, assisting parents, interpreters and drivers – abide by all safety instructions in this document, and any others instructions given to you by your guide while on tour.

No bags are permitted to be carried on our tours and must be left in your vehicle or a nominated location given to you by your guide.

To ensure the safety of all visitors to our sites, all participants must agree and comply with the following.

Vehicles and buses

Your driver must stay with the vehicle at the drop-off point, or accompany you on tour, in case there is an emergency evacuation.

What to wear

All participants must wear sturdy, fully enclosed, flat soled shoes (no pen shoes such as sandals, thongs or ballet flats).

As the tour is conducted outside, appropriate protective clothing including wet weather gear or sunhats and sunscreen is required, depending upon the forecast.

First Aid

Every group must supply a trained First Aider and small First Aid kit.

If there are participants with known medical conditions, the group leader must ensure any medication is with them at all times on tour, and discreetly identify them to the guide. We do not wish to cause any embarrassment to the person, but should an incident occur our guide needs to be forewarned.

There are landline and mobile phone services at most sites, and should an ambulance be required, we will be able to call immediately. Should a medical emergency arise, our guide will assist where possible, but a teacher or group leader will administer First Aid if required.

Food, drink and smoking

No food, drink or smoking is permitted on tours. Clipboards, worksheets and cameras are permitted.

On the tour

- Your guide will lead you around the facilities, and no one is to go ahead of them. They will wear Southern Rural Water uniform, and will designate one parent/teacher to be the last person on the tour. Your guide will conduct the tour at a pace which will keep the group close together at all times.
- We expect courtesy and full attention from all participants, and children will be instructed not to run or jump. Our guide will ask the group leader/teacher how many participants are in the group before we commence, and count the number before we commence.
- Any student not acting in a quiet, safe or respectful manner will be sent to stand next to a teacher immediately. If any person's behavior is deemed a risk to themselves or the group, they will be removed from the tour with an adult or the tour may be canceled.
- The tour involves several areas where there are uneven surfaces, and your guide will check that all shoelaces and fasteners are secure before we commence. If it is a windy day, you will be reminded to secure any hats so they don't blow off onto the roadway or into any body of water.
- Children are not to stand on any elevated structures or lean on safety barriers. When walking outside the plant buildings, we follow a designated route stipulated by Southern Rural Water. This can be beside a road, and all participants will be instructed to be alert for vehicles. Should any vehicles approach, the group will be halted to make sure they are aware of the oncoming vehicle. Once the vehicle has passed we will move on.
- Although we have never seen snakes on a tour, the outdoors is a home to these reptiles. Participants will be instructed to keep to the centre of the walkway or track, and asked not to wander off into the vegetation at the sides. Your guide will be scanning the track for any reptiles, and if any is seen, we will not approach.
- The group leader must ensure that students are supervised at all times and not left with Southern Rural Water staff without the supervisions of a teacher or assisting parent.

Working with children check

Throughout the tour, student will interact with different Southern Rural Water staff members, not all of these members have a working with children's check.

To keep in line with government guidelines, please ensure that your students are supervised at all time.

Final student numbers

If the participant numbers have changed, the group leader must call our communication team on 1300 139 510 five days before the visit.

If we need to cancel

We may cancel at short notice due to operational requirements or wet weather. We will contact you at the earliest opportunity if this is the case.

If you need to cancel

Please call our communication team on 1300 139 510 to let us know immediately.