

Terms and Conditions Australia's Most Accessible Beach Pilot - Frankston Beach

1. All participants acknowledge that they partake at their own risk. Participants must not undertake activities at the pilot which are beyond their and/or their support person's capacity or comfort level.
2. If you are under 18 years of age you must have a parent, guardian or support person with you that is at least 18 years of age.
3. If you are more than 30 minutes late for your scheduled booking time, your booking may be cancelled and allocated to someone else. We will do our best to hold the booking for you and will hold your booking for 30 minutes. However, please be aware that due to the scheduled bookings, we may not be able to guarantee availability beyond 30 minutes after your original start time.

We will do everything we can to assist you make your visit as smooth as possible.

4. Accessible Beaches Australia take no responsibility for loss, damage or theft of personal items during your visit.
5. During your visit, staff will ask you for consent to appear in photos or videos to promote the program by accessible beaches Australia. Consent is optional. Declining will not affect your ability to participate.
6. Once you have made your equipment selection using the guide provided to you at the beach, you agree to use your selected equipment according to the intended purpose and in line with the manufacturer's instructions.
Note: User manuals will be available at the Concierge Desk
7. While our staff and volunteers are there to assist, participants who require a support person in order to use the beach wheelchair/s, beach walkers and/or go in the water must have such a support person with them. People with higher support needs are encouraged to bring more than one support person.
8. Pilot staff, volunteers and lifeguards are not responsible or are to be relied upon for 1:1 supervision or assistance for the duration of your stay.

9. A hoist will be available for use. Participants requiring a hoist will need to bring their own 4 point harness. Hoist transfers will be undertaken by your own support person. The hoist will be available on the concrete promenade and cannot be used on the sand to transfer into and out of the daybed as it is unsuitable for use on the sand.
10. The participant understands and accepts the inherent risk of using a beach wheelchair or beach walker as a large and heavy piece of equipment being used in a natural and unpredictable environment. The beach wheelchairs are designed for use in calm, shallow waters.
11. Participants will also be invited to complete an anonymous participant feedback survey, to help us assess the success of the program and to identify opportunities for improvement. Completing the feedback is optional, but encouraged.
12. In the case of extreme weather/environmental conditions (e.g. heat, high winds, strong waves or unsafe water), for safety reasons some beach access equipment may be removed and/or the pilot may be cancelled for the day. In the case of equipment changes or pilot cancellation, all participants with bookings will be notified as soon as possible via email and phone call/text.
13. Should extreme weather conditions, environmental conditions (e.g. heat, high winds, strong waves or unsafe water) occur during operational hours, the remainder of that session will be cancelled. You will be notified by the staff on site and will be asked to vacate the area and return equipment.
14. Should unexpected onsite demand occur where patrons have turned up without a booking or members of the public try to impose on the designated area and equipment, causing an uncontrollable crowd that is unsafe for staff and booked patrons, the remainder of the session will be cancelled. You will be notified by the staff on site and will be asked to vacate the area and return equipment. In this instance we will take all reasonable steps to ensure your safety, including but not limited to contacting the police to attend and manage the situation.
15. If at any time you are aggressive towards our staff and volunteers, use extreme language or threaten violence you will be asked to leave immediately.
16. Demand for this pilot is high. If you can no longer attend your booked session and need to reschedule or cancel, please do so as soon as possible to give others the opportunity to participate. You can reschedule or cancel via the link in your original confirmation email.

17. Equipment is strictly required to be returned by the conclusion of each booking, unless otherwise agreed. The accessible beach service concludes at 2:30pm on each operating day and all equipment and facilities provided through the accessible beach service will be unavailable after this time.
18. Participants acknowledge that there is no Changing Places facility available at the pilot location and should refer to guest instructions for information about bathrooms and change facilities.
19. Accessible Beaches Australia staff and volunteers will operate in accordance with our Child Safe Policy which can be located here <https://accessiblebeaches.com/s/Accessible-Beaches-Child-Safety-Policy-Number-ABC-SP001.pdf>
20. Accessible Beaches Australia staff and volunteers will operate in accordance with our Privacy Policy which can be located here <https://accessiblebeaches.com/privacy-policy>
21. Accessible Beaches Australia staff and volunteers will operate in accordance with our Risk Management Policy which can be located here <https://accessiblebeaches.com/s/Accessible-Beaches-Risk-Management-Policy-Number-ABRMP001.pdf>