

Booking and Cancellation Policy

The Fraser River Discovery Centre is a not-for-profit society. Our rates are based on cost-recovery. We will do our best to accommodate your group's needs. Please let us know well in advance so that necessary arrangements can be made. Please do not hesitate to contact us at 604-521-8401 x 108 if you have any questions or concerns.

- Upon confirmation full payment is required within 10 business days. We accept Visa and MasterCard; if this is your preferred payment method, please call the office so that we can process the transaction accordingly or make your cheques payable to "Fraser River Discovery Centre". There will be a surcharge of \$20 for NSF cheques.
- Payment is non-refundable if cancellation is made less than 14 days before program date.
- At least 14 days notice is required to reschedule your booking and a \$20 charge will apply.
- We prepare our programs in advance to accommodate the size of your class. Therefore, we do not provide refunds for absent students. The standard rate of \$5.00 will apply to any additional students on the day of the program.

Important Information for Teachers/Adult Leaders

- Programs are led by trained Fraser River Discovery Centre staff and volunteers, and are approximately 1.5 hours in length.
- Activities are primarily held inside the Fraser River Discovery Centre, however some programs include outdoor portions so please dress appropriately.
- We recommend that students wear name tags. This can be a fun pre-visit activity in the classroom. (For example, name tags can be made into shapes of the various components of the Fraser River, such as water droplets, salmon, or boats.)
- We do not allow the consumption of food or beverage during the program.
- The Fraser River Discovery Centre is not responsible for lost or stolen items.

The role of the parent helper and adult supervisor is very important.

Please help us out by:

- Staying with the assigned group throughout the visit;
- Assisting with discipline and keeping the group together;
- Assisting with emergency situations and/or taking a student to the washroom;
- Monitoring students before and after the program;
- Most of all, have fun and enjoy your time with the students at the Fraser River Discovery Centre!

How to Get Here

We recommend coming by transit

- Take the Expo Line or the Millennium Line to New Westminster Station;
- From the New Westminster Sky Train platform, go down the stairs and exit via 8th street. Turn right and head toward the river. Cross at the first set of traffic lights and take the pedestrian overpass. We're located on the river side of the train tracks.

If you choose to come by bus/car:

- Please visit our website for directions <http://www.fraserriverdiscovery.org/directions>
- There are a limited number of parking spaces available at the Fraser River Discovery Centre. School buses may park outside the Administrative Entrance for the duration of the program.
- Pay parking is available at the commercial lot east of the FRDC. The cost is \$1.50 per hour or \$6.50 per day and is payable by credit card and coins (bills are not accepted).