

# GROUP BOOKING TERMS AND CONDITIONS



29<sup>th</sup> September 2011 to 29<sup>th</sup> April 2012

## SOCIAL, YOUTH & BIRTHDAYS

- Social Group bookings require a minimum of 20 paying guests (Aged 4 years and over)
- Youth Group bookings require a minimum of 20 paying guests (Aged 4 years and over) and are for Youth orientated organisations. For eligibility please contact the sales department.
- Birthday Party bookings require a minimum of 12 paying children aged 4 to 14 years.

A deposit of 10% of the anticipated balance of your event is required within 14 days from the date your booking is made. This will secure your reservation. Payment of deposit implies acceptance of these terms and conditions.

- Final numbers for admission and catering requirements must be confirmed 21 days prior to your event and full payment for the remainder of the booking must be paid no less than 14 days prior.
- If additional items are required; one final change may be made. This must be made no less than 7 days prior to your event date to allow time for postage and must be paid in full at the time with a Visa or MasterCard.

Changes are only able to be made by the organiser attached to the booking.

Additional tickets are available on the day of your event; however standard entry prices will apply.

- Upon receipt of your balance, your group's admission tickets and meal vouchers will be available for collection from Adventure World's Reception office, (200 meter's south of the Main Entrance) or can be delivered to you by Registered Mail (Small fee applies). Please ensure you allow plenty of time to distribute tickets and vouchers to your guests.
- Group booking tickets are date specific, any unused tickets are non-refundable and non-transferrable. Lost tickets are unable to be replaced. Replacement tickets will be charged at the applicable rate.
- Failure to meet any of the deadlines may result in the booking being cancelled.
- All payments are non-refundable and non-transferrable.

## SCHOOL & VACATIONAL CARE

School or Vocational Care Group bookings require a minimum of 20 paying students. A ratio of 1 free supervisor per 10 paying students is allocated, additional supervisors are charged at the student rate.

Vacation Care bookings are only valid Monday – Friday during school holiday periods.

- In the event that the group number falls below the minimum requirement, charges will apply to the minimum number of 20 students.
- A deposit of 10% of the anticipated balance of your event is required within 14 days from the date your booking is made. This will secure your reservation. Payment of deposit implies acceptance of these terms and conditions.
- Any catering that is required must be paid in full no less than 14 days prior to the event date.
- On the day, an Authority Form will need to be signed verifying the total number of Students and Supervisors; an invoice will be generated and payment will be required within 7 days of receipt. Any catering meal vouchers will be available at the Gift Shop located just inside the main entrance.
- Adventure World has Public & Product Liability insurance totaling \$50,000,000.00 Certificates of Currency can be supplied upon request.
- Further information regarding Adventure World's guidelines & policies can be found at [www.adventureworld.net.au](http://www.adventureworld.net.au)
- Failure to meet any of the deadlines may result in the booking being cancelled.
- All payments are non-refundable and non-transferrable.

## GROUP AREAS

Group Areas may be assigned for your event, these serve only as a locality guide and must be prearranged with your Sales Team Representative. Group areas are only available for group sizes of 30+ guests. Given the nature of the park, Adventure World accepts no liability as to the exclusivity of the group area provided. Adventure World is unable to rope or bunt Group Area's due to health and safety reasons.

## ADDITIONAL SET UP

- Please inform your sales team representative should your Group Booking require any banners or tables to be set up. We will then arrange a suitable time for you to enter Adventure World prior to opening.
- Groups that have not organised pre-event set up with the Adventure World Sales Team will not be permitted to do so on the day.
- External contractors engaged must provide current public liability insurance certificates and undergo Adventure World Contractor Inductions. For further information, please contact the sales team.
- Once a time has been arranged for your Group to setup up you will be required to collect a visitors badge from reception, where an Adventure World team member will direct you to your area in the park. All vehicles must leave the park no later than 15 minutes prior to opening.

## ADVENTURE WORLD SANTA CLAUS

- Presents must be delivered to the Adventure World reception; located 200 metres left of the main entrance for gift registry and safe storage. Deliveries are only accepted Wednesday to Friday before 4pm of the week prior to your booking.
- Should you have a large delivery, please ensure you have organised enough help to lift and move all boxes.
- All boxes are to be adequately marked with company name and date of event. Individual presents are to be clearly marked for distribution, typed labels are preferred. Please ensure boxes are closed and sealed securely.

- Adventure World accepts no liability for delays in delivery of Santa service in the event of unforeseen circumstances.
- Santa service to be arranged exclusively through Adventure World.

## CATERING

- Adventure World offers an extensive range of Food and Beverage options to meet most requirements.
- External catering or commercially prepared food will not be allowed into the park.
- No barbeque facilities are located within Adventure World & guests are not permitted to bring in barbeques.

## ALCOHOL

Adventure World is a fully licensed venue and no BYO is permitted. Alcohol will only be served to individuals over the age of 18 years. Photographic identification is required and to be shown on request.

It is an offence to sell or supply alcohol to any person who is under age or who is already affected by liquor to the point of being intoxicated. Adventure World reserves the right to refuse alcohol service to any visitor to Adventure World should they be deemed intoxicated in the opinion of an Adventure World Staff member who is trained in responsible service of alcohol. This may result in the person/s and or associated group being removed from the park. Any alcohol purchased within the park may only be consumed in the designated event area or Café.

For further information in regards to the conditions of consumption of alcohol, please contact our Sales Team on 9417 9666.

## ADVERTISING

Adventure World is very happy for you to promote your event to your guests and we are happy to provide any assistance you require.

A duly authorised Adventure World representative must approve all advertising and promotional material, including logos, pictures, images, references to Adventure World and the name "Adventure World" prior to its release. This authorisation must be obtained in writing.

## INSURANCE

Adventure World cannot take responsibility for the damage or loss of items before, during or after an event and recommends the client arranges the appropriate insurance cover if and as required.

## CONDUCT OF GUESTS

The client acknowledges that Adventure World shall have the right to exclude or reject any guest who behaves in an objectionable manner or contrary to the parks Terms and Conditions of Entry. This shall be without any liability to the client or event guests whatsoever.

## PARENTAL SUPERVISION

As a matter of safety, all guests under the age of 10 years must be accompanied and supervised by a responsible adult.

## SECURITY

Arrangements for a security service can be made on request and may attract a charge. Adventure World reserves the right to make judgments on the necessity to provide security and this shall be at the client's expense.

## INDEMNITY

The client shall indemnify Adventure World (their servants, agents and contractors) from and against any liability, damages and claims due to or incidental to the conduct and security of event guests while within Adventure World and any property loss or damage of Adventure World and any event guest. The client shall pay Adventure World (on demand) the amount of any such property loss or damage to Adventure World.

## MATTERS BEYOND ADVENTURE WORLD'S CONTROL

Where matters beyond the reasonable control of Adventure World impair or prevent Adventure World being able to perform its obligations under this agreement, to the extent that such matters affect Adventure World's ability to perform its obligations, the client releases Adventure World from any liability or loss incidental or consequential to such matters.

## WEATHER & RIDES

Adventure World is an outdoors venue. To ensure all guests are at all times in a fun and safe environment; in the event of inclement weather some rides may be restricted or unavailable.

Please be aware we do not offer ticket refunds or re-validation in the event of inclement weather.

Adventure World reserves the right to change a special event rides and/or attractions should reasonable circumstances arise.

## DEBT RECOVERY

In the unfortunate event that any form of legal action is required in order for Adventure World to recover outstanding monies, the recovery costs will be at the expense of the client.

## SMOKING

Conditions of entry have changed as of 13th Dec 2010. Adventure World is now a 100% smoke free venue. Guests who do not adhere to smoke free policy will need to leave the park.