

ADVENTURE WORLD GROUP BOOKING TERMS & CONDITIONS



Current as at 21 September 2024

GROUP BOOKINGS

- Social Group bookings require a minimum of 30 paying guests (aged 4 years and over).
- Youth Group bookings require a minimum of 30 paying guests (aged 4 years and over) and are for Youth orientated organisations. For eligibility, please contact the Sales Department.

GENERAL CONFIRMATIONS & PAYMENTS

- Your booking is tentative and will only be considered confirmed upon receipt of the first deposit payment and when requested by Adventure World, a signed copy of the Booking Agreement.
- First deposit payment to secure the booking - In order to confirm and secure your booking, payment of 15% of the anticipated total cost of your event is required within 14 days of you having tentatively confirmed your booking date and particulars via email to the Adventure World Sales Department.
- Bookings made less than six (6) weeks prior to an event date will require a 15% deposit within 48 hours in order to confirm and secure your booking.
- Bookings made less than four (4) weeks prior to an event date will require a 15% deposit at the time of making the booking in order to confirm and secure your booking.
- Payment of deposit implies acceptance of these terms and conditions.
- Final Guest Numbers – Admission and catering requirements must be confirmed 21 days prior to your booking and full payment for the remainder of the booking must be received no less than 14 days prior to the date of your booking.
- Changes after 21 days prior to the event can only be made by the client's nominated organiser and are not locked in until confirmed by Adventure World via email.
- After the 21-day finalisation, a reasonable increase to admission, catering or hireage items may be made, subject to approval and availability. This must be made on the Monday prior to the event, and paid for in full via Credit Card (Visa or Mastercard). Fees may apply.
- All payments are non-refundable and non-transferrable.
- Adventure World does not offer refunds, other than to the extent required under Australian Consumer Law. In which case, Adventure World's liability will be limited to rebooking your event to an alternate date or providing a credit to the value of the amount paid.
- Adventure World accepts no responsibility for any claim, losses or damages in respect of bookings and booking deposits, including where: (1) you have changed your mind; or (2) you are unable to host your booking for any reason outside of the control of Adventure World, including (but not limited to) as a result of Adventure World being closed due to government restrictions, or a cause independent of human control.

TICKETING

- Additional Admission Numbers on the Day: Tickets for Admission only are available on the day of your event; however standard entry prices will apply. Any changes to catering made after the 21-day finalisation may not be guaranteed.
- Upon receipt by Adventure World of your final payment in full, your 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.

TICKETING continued

- Pre-Booked Group tickets are date specific and valid for the pre-booked date only. Any unredeemed tickets are non-refundable and non-transferrable. Lost tickets are unable to be replaced and will be charged at the applicable rate.
- Failure to meet any of the deadlines may result in the booking being cancelled and the forfeiting of any payments made.

SCHOOL & VACATION CARE

- School or Vacation Care Group bookings require a minimum of 30 paying students.
- A ratio of 1 free supervisor per 10 paying students is allocated, additional supervisors are charged at the student rate.
- Vacation Care discount rates are valid only for booking dates falling Monday to Friday during school holiday periods.
- In the event that the group number falls below the minimum requirement of thirty (30), charges will apply up to the minimum number of 30 students.

SCHOOL & VACATION CARE SPECIAL PAYMENT TERMS

- A deposit amount equivalent to the minimum booking size of thirty (30) students at the applicable rate or 15% (whichever is the greatest) is required within fourteen (14) days of the invoice date, or prior to the event date if less than fourteen (14) days away in order to secure your booking.
- Payment of deposit implies acceptance of these terms and conditions.
- Please only pay the deposit amount, refunds are not available if student numbers decrease on the day of your excursion.
- Catering numbers must be confirmed 14 days prior and Cash Bands confirmed by 3pm business day prior.
- On the day, an Attendance Form will need to be completed and signed verifying the total number of Students and Supervisors; a Tax Invoice will be generated and payment required within 7 days of receipt. We also accept credit card payment on the day of your booking. Adventure World has Public & Product Liability insurance totalling \$50,000,000. A Certificate of Currency can be supplied upon request.
- Further information regarding Adventure World's guidelines & policies can be found at www.adventureworld.net.au
- Failure to meet any of the deadlines may result in the booking being cancelled and the forfeiting of any payments made.
- All payments are non-refundable and non-transferrable.

RESERVED AREAS

- Reserved Areas may be assigned for your booking. These serve only as a locality guide and must be pre-arranged with your Sales Team Representative. Group areas are only available for group sizes of 30+ guests and are provided on a first come, first served basis. 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-off or bunt Group Area's for health and safety reasons. Event fencing is only erected when an alcohol beverage package is pre-purchased (Conditions apply).

GROUP AREA SET UP / ACCESS

- Groups requiring access into the park prior to standard opening times for the purpose of setting up and delivering items must be pre-arranged, no less than 21 days prior to the booking date. Early access cannot be guaranteed.
- Early access for setup purposes is available from 9.00am for a maximum of 4 adults; guests setting up are required to sign in as a visitor at Reception which is located approx. 200m south of our Main Admission gates via the Service Entry (limited parking available). Vehicles are not permitted to enter the grounds of Adventure World under any circumstances. All visitors must vacate the park by 9.30am; vehicles parked within the Service Entry are to be moved to the main car park once set up has been completed.
- BYO shade structures cannot exceed 3m x 3m. No shade structures may be set up on the Main Lagoon Lawn.
- External contractors engaged must provide current Public Liability Insurance Certificates of Currency and undergo Adventure World Contractor Inductions prior to accessing the park. All Entertainment Bookings must be made through Adventure World. Adventure World reserves the right to refuse access. For further information, please contact our Sales Department.

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 permitted into the park.
- No barbeque facilities are located within Adventure World & guests are not permitted to provide their own.

SANTA CLAUS

- Clients may, subject to availability, elect to book a Santa visit. Client supplied Santa's are not permitted.
- Presents are to be delivered to the Adventure World Reception; located 200 metres south of the Main Entrance for gift registry and storage. Deliveries are only accepted Thursday & Friday by arrangement with the Sales Department the week prior to your booking date.
- 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 labelled or marked with the Company Name, Date of Event and the number of each box ("1 of 3" for example). Individual presents are to be clearly marked for distribution, typed labels are preferred. Please ensure boxes are closed and sealed securely. Failure to do any of the above may lead to all or part of your delivery becoming mis-placed.
- 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.

ALCOHOL

- Adventure World is a fully licensed venue and no BYO is permitted for group bookings. 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 should they be deemed intoxicated' in the opinion of an Adventure World Team 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 booking area or designated alcohol consumption area.
- Adventure World reserves the right to exclude any person from an event without liability.
- For further information in regards to the conditions of consumption of alcohol, please contact our Sales Department on 08 9417 9666.

ADVERTISING

- Adventure World is very happy for you to promote your event to your guests and we are happy to provide any reasonable 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 via email. Please ask your Adventure World Sales Representative.

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 Terms and Conditions of entry. This shall be without any liability to the client or client's guests whatsoever.
- Guests must act with good judgment and consideration, both for themselves and others, and refrain from behaviour which could affect guest safety, the safety of others, or the safety of the device itself.
- Guests must obey all reasonable written and verbal instructions and warnings, given by Adventure World Team Members, including the operators of any ride or device, without objection.
- Guests must use, as instructed, all safety equipment provided when participating in any ride or device. If a guest chooses to supply their own safety equipment they may do so at their own risk and accept full responsibility for any failure or non-performance of such equipment.
- Guests are responsible for their own personal property. Lockers are available for hire.
- Adventure World takes all reasonable steps to provide guests with a safe and enjoyable theme park. Adventure World will only be liable in respect of any loss of life, personal injury or damage to property where Adventure World has been found to be negligent.

PARENTAL SUPERVISION

- As a matter of safety, all guests under the age of 12 years must be accompanied and supervised by a responsible adult.

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, the client releases Adventure World from any liability or loss incidental or consequential to such matters.

WEATHER & RIDES

- Adventure World is an outdoor 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 on the day.
- 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 special event rides and/or attractions should reasonable circumstances arise.

RAIN GUARANTEE

- Adventure World offers guests who approach Admissions or Guest Services a standard Return Visit Pass on days when rainfall is deemed by the Park Manager to have fallen constantly for a period of one (1) hour or more during standard operating hours. Our rain guarantee is only valid for group guests in park on the date of the group booking.

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.