

# TERMS AND CONDITIONS



These terms and conditions apply to ALL Discovery Space Room bookings.

## BOOKING & PAYMENT

- A \$100 deposit is required at the time of booking to secure your package
- Your party MUST be confirmed and paid for by 12pm, four days prior to your booked party date (including catering if applicable).
- All catering must be confirmed by 12pm, four days prior to your booked party date including dietary requirements. Any requests for catering after this time cannot be accommodated. Any cancellations after this time will forfeit the full fee of catering.
- 48 hours' notice is required to postpone a party and any cancellation after this time will forfeit the full fee.
- All children will be charged irrespective of being a Discovery Space member.
- Guests aged 13+ will be treated as adult party guests for the purposes of entry and payment but must still be supervised by a parent or carer at all times. Please see our recommended maximum adults attendees to suit your room for safety and comfortability.
- Prices and packages include GST and are subject to change without notice.

## USE OF PARTY ROOMS

- No alcohol is permitted on the premises.
- No external cooking equipment can be used on the premises.
- No helium balloons, confetti, outside entertainers or external decorators are allowed on the premises.
- Smoking is prohibited in the Discovery Space and all areas of University of Wollongong.
- One Discovery Space Party Guide will be allocated to your party for the duration of the party.
- Any food left behind will be disposed of at the end of your party.
- Party hosts, parents and carers must ensure potentially dangerous items (knives, cleaning supplies etc) are kept away from children.
- Only adults (18 years old and over) are permitted to use the microwave.
- Party hosts, parents and carers are responsible for their guests and ascertaining allergies of invited guests and catering accordingly.

## TIMING

- Party package times are as per the booking confirmation and non-negotiable.
- The party room must be vacated at the end of the allocated party room time slot.
- Party Hosts can enter their Party room a maximum of 30 minutes prior to the allocated party room time slot.
- Guests are welcome to stay and enjoy the Discovery Space after the Birthday Party allocated time slot.

## GUEST SIGN-IN

- Any additional children (e.g. siblings of guest children) who wish to enter Discovery Space will be required to purchase a General Admission ticket or present their valid Discovery Space membership card in order to enter Discovery Space.
- All children paid for are required to be put on the Guest list and signed in upon arrival to receive an entry wrist band.
- It is a condition of entry to the Discovery Space that all adults are accompanied by one or more children AND all children are supervised by an adult at all times and abide by the Discovery Space rules (see below for general Conditions of Entry)
- Party hosts must assume supervisory responsibility for all children unaccompanied by an adult.

## Conditions of Entry & Privacy Notice

Upon entering the Early Start Discovery Space (Discovery Space) I hereby agree to be bound by and comply with the following Conditions of Entry.

I understand that failure to comply may result in a request to vacate the facility.

- All adults must be accompanied by at least one child
- For all groups, we suggest a minimum ratio of 1 adult per 5 children. School groups should follow the required ratio of teachers and caregivers approved by their principal
- All children must be accompanied and supervised by an adult at all times
- Running is not permitted in the Discovery Space
- Shoes must be worn
- Take reasonable care of your own health and safety and to ensure you and any children in your care do not adversely affect the safety or enjoyment of others or cause any damage to property at the Discovery Space. Visitors will be liable for any damage caused to Discovery Space property and premises resulting from the visitor's conduct.
- I agree to listen to and follow the lawful directions and instructions of the Discovery Space employees and volunteers.
- Food and drink are only to be consumed in identified designated areas (Discovery Gardens & Café). Hot beverages are not to be consumed inside the Discovery Space.
- Smoking is prohibited in the Discovery Space (including outside gardens) and on the University campus.
- Visitors must not consume, use or bring alcohol or illegal substances into the Discovery Space.
- In the event that attendance exceeds comfort capacity as deemed by management, visitors may be required to wait before gaining access.
- Please report all incidents, accidents and spills to a Discovery Space employee immediately.
- Please dispose of all rubbish, recycling, nappies etc. in the appropriate bins provided.
- The Discovery Space is not responsible for any lost, stolen or left behind items. Lost property will be handed over to UOW security.
- We can't guarantee a germ-free environment - if you or your child/children become unwell during your visit, please notify a Discovery Space employee or volunteer.

## PHOTOGRAPHS AND RECORDINGS - PRIVACY NOTICE

- Visitors are welcome to take photographs and video recording of themselves and their children during their visit. Please respect the privacy of other visitors when taking photographs or video. Any photographs and video recordings taken by visitors should be for personal use only.
- Visitors may be photographed or have video footage of themselves and their dependents taken by Discovery Space employees. We will seek your permission to use photographs or recordings for specified purposes related to the Early Start Discovery Space and UOW in accordance with Discovery Space Privacy Protocols (which are available online at <http://earlystartdiscoveryspace.edu.au/wp-content/uploads/2015/05/Privacy-Protocols.pdf> or please ask a Discovery Space employee to see a copy of the Discovery Space Privacy Protocols). Please notify a Discovery Space employee if you do not wish to be photographed or recorded during your visit
- For further information, please refer to UOW's privacy homepage at <http://www.uow.edu.au/about/privacy/index.html>

## REQUESTS AND RECOMMENDATIONS

- Wear comfortable clothing and flat soled shoes
- Please use 'inside' voices
- Our Crawlers' Beach experience is a special place for our youngest guests. Please encourage older children to respect this area
- Should a child or adult become lost, inform the Party Guide or another Discovery Space employee who will assist.