



### TERMS AND CONDITIONS

The following Terms and Conditions are applicable to all Pergola Bookings.

Entry to the Plantation Aquatic Centre is subject to our usual [Terms and Conditions](#).

#### General

Please refer to the [facility map](#) indicating pergola areas, which you can download at [this link](#). Please circulate this map to all invitees with your event details.

Please also let guests know that **any person who enters the facility will be charged entry fees**. This includes spectators, grandparents or family/friends who are coming in to help set up, or say hello. However Tennis or Volley Ball Court bookings includes entry for four people.

**Please be aware that the facility is open (unless you have booked the entire facility) to the public and it is not possible to restrict other users from an area. Certain pools or sections (such as the 25 yard pool) may be closed for part or all of the day and not accessible from time to time, for reasons including that it is separately booked (such as for a course), it is not suitable, it is overcrowded, and/or any reasons the operator considers reasonable.**

#### Facility Requirements

- **The organiser of the booking must present themselves to the kiosk immediately on arrival.**
- No vehicles are to be driven on the grassed areas without prior permission.
- That no spikes be driven into the ground without prior permission.
- Glass in any form (bottles, jars, glass tumblers, etc) is not permitted.
- Alcohol is not permitted within the facility.
- Commercial Food is not to be brought into the facility without approval. You are welcome to bring your own food and food purchased at a supermarket/shop.
- Absolutely no food delivery (i.e. pizza, uber eats).

#### Paid Guests

If you wish to pay the entrance fees for guests, please [find at this link a guest list template](#). Please complete the attached list and return to us **at least two days prior to your booking**. If your guest list is not returned, our staff will charge all guests entrance fees as they enter.

#### On Arrival

Our trading hours are 9.30am to 5pm, please do not arrive prior to 9.30am as you may not be admitted. If you need to go out of the facility whilst setting up (to bring things from your car), please make arrangements with the supervisor, otherwise staff are likely to ask you to pay again.

*These terms and conditions can be updated at any time.*

#### Food

You are welcome to bring food with you or purchase food from our kiosk, however **we do not allow commercial food to be delivered** (i.e. things such as pizza delivery, Uber Eats, etc). Our kiosk has a range of hot snack foods (hot chips, chicken nuggets), cold drinks, ice creams, tea and coffee. We are not able to store cakes (etc) in our freezer, nor cook items for you.

There are two electric BBQs on site and you can view instructions for use (and safety warnings) at [this link](#).

#### Decorations

You are welcome to decorate the pergola with non-permanent attachments, however **please remove all attachments after you have finished for the day**.

#### Entrance Fees for Guests

If you are paying, please let your guests know to give their names to our staff as they enter so we can mark them off the list (or record their names). Once you believe all of your guests have arrived, please come to the Kiosk, and, our staff will tally up the entrance fees. This way you only pay for those guests who actually turn up.

If you are not paying for everyone (i.e. you are only paying for children) this can get a little awkward with some parents so please let parents know in advance of entry fees. If parents wish to drop children off to your care, you can meet them at the gate so parents are not charged entry fees.

#### Changes or enquires

Please make changes via the website, or via email on [booking@plantationaquatics.com.au](mailto:booking@plantationaquatics.com.au).

#### Cancellations

Please note that we can cancel bookings at any time for a variety of reasons including severe weather and we close the facility to the public. If we cancel a booking, your booking fee that you have paid will be refunded (however we will need you to complete a [refund form](#)).

#### Refund Policy

If you no longer wish to proceed with the pergola booking, listed below is our cancellation and refund policy:

- If the booking is not able to proceed due to cancellation by us, we will agree to reschedule your booking to another day (provided such is available), at no additional booking cost; or you can request a refund of the Pergola Booking Fee (to obtain a refund, a refund form will need to be completed / submitted).
- If the pergola booking does not proceed (such as due to poor rain or weather, etc) but we are still open, no refund will be payable (unless cancelled five (5) days prior)
- If your booking is cancelled by you within five (5) days prior to the booking date, no refund or reschedule is available.
- We are a charity and our accountant works part time, in this regard please allow at least seven (7) days for a refund to be processed.