



## Telethon Kids Institute Discovery Centre

### Private Workshop Booking: Terms and Conditions

This Terms & Conditions document is for a 'Private Workshop Booking', which involves a facilitated workshop session delivered by Telethon Kids Discovery Centre (**Discovery Centre**) staff and volunteers. By making this private workshop booking, you acknowledge and agree to the following terms and conditions on behalf of your Organisation/Group:

1. The time, date and topic of the workshop must be pre-arranged with the Discovery Centre team by contacting [discoverycentre@telethonkids.org.au](mailto:discoverycentre@telethonkids.org.au) and all required forms must be completed prior to the visit.
2. The private workshop booking is valid for a 1-hour session. This includes time for a hands-on activity delivered by a researcher.
3. You will ensure your group arrives on time for the start of the workshop. If your group arrives late, we cannot guarantee that we are able to extend the end time of the workshop. Please ring us on 6319 1000 if your group is running late.
4. The private workshop booking is for a minimum of 10 children, plus supervising adults. The maximum number we can accommodate for this booking is 20 children, unless pre-arranged with the Discovery Centre team via [discoverycentre@telethonkids.org.au](mailto:discoverycentre@telethonkids.org.au). Supervising adults must remain with the children in their care at all times during the visit.
5. The minimum ratio for supervision is 1:5. We encourage your group to bring as many supervisors as you feel necessary for the workshop. Duty of care for the children remains the responsibility of the staff and volunteer supervisors from your Organisation/Group.
6. All staff and volunteers at Telethon Kids Institute (**Telethon Kids**) who will be working in direct contact with children have a current 'Working with Children' check.
7. You confirm that the children in your group can follow clear instructions, remain calm and quiet when asked to do so; and will treat our staff with respect and courtesy. If a child's behaviour puts them or others at risk, you acknowledge and accept they will be removed from the workshop. A staff member from your Organisation/Group will need to wait with the child outside.
8. No food or drink is to be consumed during the workshop. If children wish to bring a drink bottle containing water to the workshop, they may do so; however it is your responsibility to ensure their drink bottle does not get lost.



9. Please limit the number of belongings that you bring as we are unable to secure any valuables. It is recommended that children do not bring any bags due to limited space inside the classroom.
10. It is the responsibility of the Organisation/Group to advise Telethon Kids if any children have any special needs or allergies. Telethon Kids cannot guarantee a nut-free environment.
11. Telethon Kids takes no responsibility for any parental consent required for children to visit the Telethon Kids Institute. The Organisation/Group must ensure appropriate parental consent is sought prior to the visit taking place.

### **Safety**

12. Telethon Kids Institute has \$20,000,000 Public Liability Insurance. A copy of our Public Liability Insurance certificate can be provided upon request.
13. The Discovery Centre Emergency Response Planning includes:
  - An emergency evacuation signal linked directly to fire department
  - Trained Fire Wardens responsible for clearing all public zones
  - Evacuation routes which lead to a safe assembly area
  - Clearly marked exits and fire hydrant locations

The Organisation/Group supervisors should have access to a list of names of participating children as well as contact telephone numbers and relevant health information of both the students and adult supervisors. It is recommended that school supervisory teams have access to their own First Aid kit during the visit.

14. In the event of an emergency evacuation, instructions will be issued over the public address system and directly from Telethon Kids staff. Your Organisation/Group supervisors are responsible for escorting the children to the safe assembly area. On arrival at the assembly area, the supervisor-in-charge should inform the muster warden that all children are present.

### **Fees and Charges**

15. We will contact you at least two weeks before the date of the private workshop booking to confirm final number of children and supervising adults. A final invoice will be provided based on \$15 plus GST per child after the visit. If there are any changes to be made to the booking, it is the responsibility of the Organisation/Group representative to contact the Discovery Centre team prior to the date of the workshop.

16. Your booking is not confirmed until the booking confirmation form is received. We reserve the right to limit the number of children and supervising adults in the workshop.
17. To comply with Workplace Health and Safety regulations, there is a maximum number of people that we can accommodate for this workshop. All changes to your booking, including change in the number of children and supervising adults, must be managed prior to your visit through the Discovery Centre team via [discoverycentre@telethonkids.org.au](mailto:discoverycentre@telethonkids.org.au).

### **Cancellation and Refunds**

18. If you decide to cancel the booking, please provide at least 14 days' notice so we can offer another group the opportunity to visit. You will be entitled a full refund of fees if a written cancellation is received by the Discovery Centre team at least 14 days before the date of the visit (but not otherwise).
19. A "no show" is a failure to attend on the day of the booking without cancelling. Telethon Kids reserves the right to charge a no show fee of \$100 plus GST.
20. Telethon Kids reserves the right to amend any booking. In such circumstances, Telethon Kids will endeavour to provide a substitute of equal standing. Should the workshop be no longer available for the booking, you will be contacted, and an alternative date will be arranged.
21. Should your Organisation/Group need to withdraw your booking based on medical advice, please cite this reason, and provide evidence to Telethon Kids to support this request.

### **Privacy**

22. Contact information supplied by you to Telethon Kids relating to this booking will not be disclosed outside Telethon Kids without your express consent, except where required by law. Telethon Kids does not retain any credit card information provided by you.
23. Telethon Kids Discovery Centre will from time-to-time send correspondence to you for the purpose of marketing. Should you not wish to receive mailings from Telethon Kids Discovery Centre, please notify [discoverycentre@telethonkids.org.au](mailto:discoverycentre@telethonkids.org.au) and you will be removed from our mailing list.

### **Indemnity**

24. By agreeing to these Terms & Conditions, you agree to indemnify and release Telethon Kids against all actions, suits, claims, and demands (including costs) for personal injury or property damage suffered by your group while visiting the Discovery Centre.



### **Updates to Terms and Conditions**

25. Telethon Kids reserves the right to update and amend these Terms and Conditions from time to time.
26. Telethon Kids will provide notification of all changes by posting them on its website.
27. Unless otherwise stated, amendments will be effective thirty (30) days after the posting of the amended Terms and Conditions on Telethon Kids' website and will become binding on your Organisation/Group upon your next workshop booking.