

Telethon Kids Institute Discovery Centre

Exclusive Use of Discovery Centre Booking: Terms and Conditions

By booking 'Exclusive Use of Discovery Centre', this gives your group private use of the Telethon Kids Institute Discovery Centre (**Centre**) for up to 1-hour for a fee of \$50 + GST. By making a booking for use of the Centre you acknowledge and agree to the following terms and conditions on behalf of your Organisation/Group.

1. Your booking, time and date of visit must be pre-arranged with the Discovery Centre team by contacting discoverycentre@telethonkids.org.au and all required forms must be completed prior to the visit.
2. The booking is only valid for 1-hour maximum private use of the Discovery Centre for the pre-arranged time and date. The Centre will be closed to the public during this time.
3. Please adhere to your booking time as best as you can. If your group arrives late, we cannot guarantee that you will be able to stay past your booking time. Please ring us on 6319 1000 if your group is running late.
4. The Discovery Centre is suitable for children aged 7 to 12.
5. The booking is for a maximum number of 20 children, plus supervising adults. If there are any changes to be made to this number, this must be arranged with the Discovery Centre team via discoverycentre@telethonkids.org.au. Supervising adults must remain with the children in their care at all times during the visit.
6. The minimum ratio for supervision is 1:5. We encourage your group to bring as many supervisors as you feel necessary for a visit to the Discovery Centre. Duty of care for the children remains the responsibility of the staff and volunteer supervisors from your Organisation/Group.
7. A Discovery Centre volunteer or staff member will be there to assist your group during your visit. Please note this is not a facilitated session and your group can explore the games at your own pace.
8. All staff and volunteers at the Discovery Centre, who will be working in direct contact with children have a current 'Working with Children' check.
9. 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 Centre. A staff member from your Organisation/Group will need to wait with the child outside.

10. No food or drink is to be consumed inside the Discovery Centre. There is a grassy area outside the Northern Entrance where you can have a break should you wish. If you decide on bringing food or drink during your visit, please note that we do not have the facilities to store perishable food that needs to remain cold.
11. 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 Centre.
12. It is the responsibility of the Organisation/Group to advise Telethon Kids Institute (**Telethon Kids**) if any children have any special needs or allergies. Please note that Telethon Kids cannot guarantee a nut-free environment.
13. Telethon Kids takes no responsibility for any parental consent required for children to visit the Discovery Centre. The Organisation/Group must ensure appropriate parental consent is sought prior to the visit taking place.

Safety

14. Telethon Kids Institute has \$20,000,000 Public Liability Insurance. A copy of our Public Liability Insurance certificate can be provided upon request.
15. The Discovery Centre Emergency Response Planning includes:
 - An emergency evacuation signal linked directly to the 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.

16. In the event of an emergency evacuation, instructions will be issued over the public address system and directly from Telethon Kids Institute 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

17. A completed booking form and full payment of \$50 + GST is required prior to the date of your visit. Your booking is not confirmed until full payment is

received. All payments must be made through Eventbrite according to their payment processing options.

18. To comply with Workplace Health and Safety regulations, there is a maximum number of people that we can accommodate inside the Centre. Telethon Kids reserves the right to limit the number of children and supervising adults in the Centre.
19. 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.

Cancellation and Refunds

20. 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). Please note that the Eventbrite processing fee is non-refundable.
21. A "no show" is a failure to attend on the day of the booking without cancelling. Telethon Kids will not provide a refund of fees for no shows.
22. Telethon Kids reserves the right to amend or cancel any bookings. In such circumstances, Telethon Kids will endeavour to provide a substitute of equal standing. Should the Centre be no longer available for the booking, you will be contacted, and an alternative date or refund will be arranged. In all other instances where the booking is cancelled by Telethon Kids, you will be entitled to a full refund of fees.
23. Where the Organisation or Group is eligible for a refund of fees (less Eventbrite processing fees), this, will be paid to you within fourteen (14) days of the scheduled date of the visit. Telethon Kids compliance with this provision is subject to the provision of all information necessary to enable the refund to be processed.
24. Should the Organisation or Group need to withdraw their booking based on medical advice that they should be isolated at this time, please cite this reason, and provide evidence to Telethon Kids to support this request.

Privacy

25. 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.

26. 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 and you will be removed from our mailing list.

Indemnity

27. 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

28. Telethon Kids Institute reserves the right to update and amend these Terms and Conditions from time to time.
29. Telethon Kids will provide notification of all changes by posting them on its website.
30. 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 visit to the Discovery Centre.