



## Sleepover Terms and Conditions and Cancellation Policy

### Important Information

- All prices include GST and are subject to change at any time.
- For those groups ordering food, only one food option is available per group.
- Vegetarians and all special diets can be catered for.
- Free of charge policy applies to paying children only.

### Capacity

- The Weird & Wonderful Zone can hold a maximum of between 75 - 90 people depending on age level.
- The Sharks Alive Zone holds a maximum of 50 people in total but is currently unavailable.
- Minimum numbers apply.

### Safety and Evacuation Regulations

- To meet our safety evacuation regulations, you must provide 1 adult for every 10 children, or part there of. For example, if there are 33 children you must provide 4 adults. Also, a carer must accompany any guests with disabilities on a 1 to 1 basis. If you are unable to meet these requirements, we will provide you with an additional UnderWater World staff member for \$350 per adult that UnderWater World has to supply. \*Ratios are subject to change.

### Final Confirmation Policy

- Final confirmation for all bookings, including student numbers, times, meal requirements and program must be made 14 days prior to arrival. This is to ensure that an adequate number of staff can be rostered for your students and so that any meal requirements can be catered for.
- The final confirmation numbers you provide upon the 14 day confirmation will be invoiced to the school for payment.
- Free of charge policy applies as above for teachers and other supervising adults. For example, if there are 39 paying students then four teachers/supervising adults are free of charge. \*Conditions are subject to change without notice.
- If there is an increase in student numbers after the 14 day confirmation, an invoice for the additional number of students will be sent to the school. Unfortunately, we cannot guarantee the availability of an additional education officer(s) for your visit as staff rosters will have already been posted.
- If there is a decrease in student numbers after the 14 day confirmation, which eliminates the need for one or more already rostered staff, a fee will be charged to cover any related costs in which UnderWater World incurs as a result.

### Cancellation Policy

- A cancellation fee of \$350 will be charged and invoiced to the client if the booking is cancelled after the 14 day confirmation period.
- A minimum payment for 30 people is required to conduct a sleepover. If numbers drop below 30, the school will still be charged for the minimum number.

If you have any questions or queries regarding the above information please contact Reservations on 07 5458 6226 or [reservations@underwaterworld.com.au](mailto:reservations@underwaterworld.com.au)