



Day Visit & Twilight Tour Terms and Conditions and Cancellation Policy

Important Information

- All prices include GST and are subject to change at any time.
- General informational tours are available upon request.
- Three hours is recommended for a complete tour of UnderWater World.
- 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.
- Education officers are provided for a minimum of 20 students, including for Vacation Care.

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.
- 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 three 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 \$150 will be charged and invoiced to the client if the booking is cancelled after the 14 day confirmation period.
- An additional cancellation fee of \$100 will be charged to cover the cost of any food orders which were booked as part of the day visit.
- An Education Officer is provided for groups of 20 or more. However, if your group drops below 20 you will still be invoiced for 20 students.

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