

Education Bookings Terms and Conditions

The following terms and conditions apply to individual and group clients. It is the client's responsibility to ensure that all members of their organisation are familiar with the conditions.

1. Rates

a. Annual Rates:

Rates will be reviewed and updated at least each financial year.

b. Quotes:

A quote is only valid for the financial year in which it was given. Rates are subject to change each financial year and increases may apply.

Where a quote is issued for the upcoming financial year, the appropriate rate adjustments will be made.

Please refer to our [Education and community programs rate card](#) for group bookings rates.

2. Booking Amendments and Payments

a. Eventbrite:

Booking of an activity through the Eventbrite website is final and cannot be amended by the Parklands. (i.e date swap for multiple dates activities, number of tickets purchased, etc.)

Payments will be made online via the Eventbrite portal. Booking fees may apply and will be displayed on event prior to booking.

b. Group bookings:

These bookings are made directly via a Centennial Parklands Booking Officer.

Bookings can be made by phone or email as specified on our website.

A booking confirmation will be sent upon completion of group bookings. This confirmation formalises the booking and an invoice will be sent upon completion of activity.

Payment is required within 30 days of receipt of invoice. Payment methods will be outlined on invoice.

c. School bookings:

These bookings are made directly via a Centennial Parklands Booking Officer.

Bookings can be made by phone or email as specified on our website.

A booking confirmation will be sent upon completion of your school booking along with an invoice for the excursion chosen.

Payment is required within 30 days of receipt of invoice. Payment methods will be outlined on invoice.

3. Refunds and Cancellations

a. Wet weather:

All Centennial Parklands programs will go ahead in wet weather.

In the case of severe weather warnings, Centennial Parklands might cancel an activity. A change of date or

refund might be offered at Centennial Parklands' discretion.

b. Eventbrite:

No refunds apply for cancellation of bookings made through Eventbrite.

It is the responsibility of the client to check their availability and numbers of tickets booked prior to completing the booking.

c. Group (except schools):

Where a cancellation is requested within 48 hours of the booking commencement time, a cancellation fee will apply.

Please see [rate card](#) for details.

d. Schools:

Where a cancellation is requested within 8 days of the booking commencement time, a cancellation fee will apply.

Please see [rate card](#) for details.

Further Information

For further information relating to these terms & conditions, please contact the Education Team:

Ph: (02) 9339 6645

Email:
education@centennialparklands.com.au