GROUP TERMS AND CONDITIONS

Before confirming your Group Booking at Bendigo Heritage, please familiarise yourself with our Group Booking Terms and Conditions, taking particular note of our amendments, cancellation and payment policies.

GENERAL:

- Group rates apply to groups of 10 or more people and are required to be booked at least 7 days in advance.
- Group discount rates are not available on Sundays, or on Public Holidays.
- If final numbers fall below the minimum required, all packages and tickets will revert to general admission ticket prices.
- School and Tour Operators will receive free adult entry for group coordinators at a 1:10 ratio.
- Should any member of the group require special assistance, contact must be made with the Group Bookings Officer at the time of booking to make appropriate arrangements.
- In addition to these Group Terms and Conditions, group bookings are also subject to BH's General Terms and Conditions which are available here.
- Rates are quoted in Australian dollars and are inclusive of GST.
- Rates quoted at the time of booking are indicative and are subject to change.
- Your group is required to arrive 15 minutes before the tour is scheduled to depart. Late arrivals cannot be rescheduled or refunded.

CATERING:

- Groups are welcome to bring their own pre-packaged food onsite. Please advise our Group Bookings Officer in advance if you require a dedicated space.
- Where onsite catering applies, dietary requirements are to be submitted no later than 7 days prior to arrival. Changes to dietary requirements made on or after arrival will be catered for where possible but will not be guaranteed. Please contact our Group Bookings Officer for a copy of our current menu.

CONFIRMATION AND FINAL NUMBERS:

- A non-refundable $500 deposit is required to secure bookings valued at over $1,000. A reservation will remain tentative only unless a deposit has been received.
- Final numbers must be confirmed no later than 14 days prior to arrival. This will form the minimum you are charged, and you will be invoiced accordingly.

AMENDMENTS AND CANCELLATIONS:

- We will endeavour to accommodate changes and additional requests. You acknowledge that changes and requests may not be possible to fulfil.
- Additional participants or services added to your booking after the confirmation of final numbers will be invoiced accordingly.
- Any cancellation *(including a reduction in numbers)* must be received in writing at least 7 days prior to arrival. There will be no refunds issued for cancelled bookings or unused tickets inside 7 days of arrival, the full amount paid for the booking will be forfeited. Cancellation requests must be sent via email to tours@bendigoheritage.com.au

PAYMENT:

- Full payment is required no later than 7 days prior to arrival. If payment is not received 7 days prior to your visit, your group booking may be cancelled.
- Group bookings must be paid with one payment per group; individual payments will not be accepted.
- Full payment can be made by either direct deposit or credit card. Bank details for payments via direct deposit are as follows:
  Account Name: Bendigo Heritage
  BSB: 633 000
  Account: 101 436 418
  Reference: Invoice Number