

GROUP BOOKING TERMS AND CONDITIONS



GROUP BOOKINGS

- Group bookings require a minimum of 20 paying guests (Aged 4 years and over)

CONFIRMATIONS & PAYMENTS

- Your booking is tentative and will only be considered Confirmed upon receipt of a deposit payment as requested by the Outback Splash Team.

- Deposit Payment to secure Booking – a deposit of 25% of the value of the booking plus and hut/cabana hire fee is required within 7 days of you having tentatively confirmed the booking.

Bookings made less than six (6) weeks prior to the date of the booking will require a deposit to be paid within 48 hours to confirm and secure your booking.

Payment of the deposit implies acceptance of these terms and conditions.

- Final Confirmations – Final Guest numbers and catering details are required a minimum of 14 days prior to your booking and full payment for the remainder if the booking must be received no less than 10 days prior to the date of your booking.

After the 14-day finalisation, a reasonable increase to tickets, catering or hired items may be made, subject to approval and availability. Payment for any additions is required a minimum of 2 days prior to the date of the booking.

- All payments are non-refundable and non-transferrable.
- Outback Splash does not offer refunds, other than to the extent required under Australian Consumer Law. In which case, Outback Splash's liability will be limited to rebooking your event to an alternate date or providing a credit to the value of the amount paid.
- Outback Splash accepts no responsibility for any claim, losses or damages in respect of bookings and booking deposits, including where: (1) you have changed your mind; or (2) you are unable to host your booking for any reason outside of the control of Outback Splash, including (but not limited to) as a result of Outback Splash being closed due to government restrictions, or a cause independent of human control (weather etc.)
- Failure to meet any of the deadlines may result in the booking being cancelled and the forfeiting of any payments made.

TICKETING

- Upon receipt of your final payment, your tickets will be sent via email to your nominated email address for you to distribute to your Guests accordingly. Please ensure you allow plenty of time to distribute tickets and vouchers to your Guests.
- Group tickets are date specific, unredeemed tickets are non-transferable and non-refundable. Lost or stolen tickets cannot be replaced.
- Additional tickets cannot be purchased at the discounted group rates on the day of the event, standard admissions ticket pricing will apply.

HUT, CABANA, MAREQUEE HIRE

- Full payment for hut/cabana/marquee hire is required at the time of the booking.
- All payments are non-refundable and non-transferable.
- It is the responsibility of the Booking Holder to ensure that the hut/cabana/marquee is maintained and left in the original condition, ensuring all items are returned to their original location, all decorations are removed, and BBQs, tables, bench areas and floor areas have been cleared of rubbish and food residue within reason. Glitter, Confetti and items containing these such as piñatas are not permitted.
- Any damage caused by the Guest/s; Outback Splash will notify in writing 7 days after the event. Repair costs will be passed onto the Booking Holder.

CATERED FUNCTIONS, FOOD AND BEVERAGES

- Minimum 30 persons required for Catered Functions. Bookings essential.
- Every endeavour is made to maintain prices as printed but may be subject to change without notice.
- While Guests are permitted to bring small picnics and snacks into the venue, fast food (commercially prepared foods) and external catering is not permitted. Outback Splash is strictly a glass free venue.

ALCOHOL

- Outback Splash is a fully licenced venue and BYO alcohol is not permitted. Alcohol will only be served to individuals over the age of 18 years. Photographic identification is required and to be shown on request.
- Alcohol consumption is not permitted in/on any water attraction, the Hedge Maze, Timber Maze Slide Tower, and Children's Playground.

SCHOOL AND VACATION CARE GROUP BOOKINGS

- Applicable to Schools and Vacation Care Groups registered with an ABN. Not available to Home School Groups, please contact the Outback Splash Administration Team for applicable packages.
- School and Vacation Care groups required a minimum of 20 paying students.
- Supervision ratios are as outlined in the relevant package brochure. Additional supervisors will be charged accordingly.
- Vacation Care bookings are valid only for booking dates falling Monday to Friday during school holiday periods, excluding Public Holidays
- In the event that the group number falls below the minimum requirement of twenty (20), charges will apply up to the minimum number of 20 students.

1635 Neaves Road,
Bullsbrook WA 6084

(08) 9571 1375

outbacksplash.com.au

Funday Investments Pty Ltd
ABN: 83 119 134 922

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SCHOOL GROUP SPECIAL PAYMENT TERMS

- Deposits are not required for School Groups
- Final confirmations: Final confirmation of numbers is required a minimum of 2 weeks prior to the date of the booking. Final confirmation of numbers is required a minimum of 3 weeks prior to the date of the booking for booking dates occurring within the last 4 weeks of Term 4.
- Adjustments to Final Numbers: Minor adjustments can be made on arrival on the day.
- Payments: Payment of any outstanding balances is required either on arrival on the day via cash, eftpos or credit card. Invoices can be issued for payments via bank transfer, invoice terms strictly 2 days.
- All payments are non-refundable and non-transferrable.

VACATION CARE GROUP SPECIAL PAYMENT TERMS

- Deposits are not required for Vacation Care Groups
- Final Numbers are required 3 weeks prior to the date of the booking. Payment for bookings is required in advance OR on arrival on the day.

Advance Payments (payment via invoice) - Payments using this method must be received a minimum of 1 week prior to the date of the booking. Invoicing is not available on arrival on the day. Refunds are not available for decreases in numbers for pre-paid bookings.

Payment on Arrival: Payment on arrival is available by cash or credit card only. If paying on arrival, minor adjustments to final numbers are permitted prior to making payment.

- All payments are non-refundable and non-transferrable.

GENERAL CONDITIONS OF ENTRY

Perth's Outback Splash does not accept any responsibility for injury to Guests, damage or loss of property belonging to Guests. Use attractions at own risk.

- Perth's Outback Splash is a licenced venue, BYO alcohol is not permitted. As this is a family orientated park please be discreet with your consumption of alcohol and only drink within licenced areas.
- Children must be directly supervised by an adult and in line with the Royal Life Saving Watch Around Water guidelines: Children under 5 years must be within arm's reach and Children under 10 years must be within sight of a responsible adult.
- Some attractions operate on a timed session basis. The operation of some attractions may be affected by adverse weather conditions or maintenance activity.
- Animals may not be brought onto the Outback Splash premises.
- We are a glass free venue – all food and drinks must be brought into the park in glass free containers.

- Only food or beverages purchased at the Burger Bar may be consumed in the seating area. No commercially prepared food or external catering is permitted in the park.
- Guests may only construct tents or temporary shades on lawn areas and Outback Splash Team members may request you to relocate if your structure is impacting other Guests negatively.
- We are a smoke free venue. Guests wishing to smoke may use the carpark only.
- The use of drones is not permitted in the park.
- For safety reasons we do not allow Guests to bring BBQ's into the park.
- Guests will be responsible for the orderly behaviour of their group. You must obey any reasonable written or verbal instruction given by Outback Splash Team.
- Appropriate swimwear must be worn at all times when using our water attractions. Guests will only be permitted to use the waterslides if they are wearing close fitting attire. Loose or unsecured clothing items and denim are not permitted on waterslides.
- The use of inflatable pool toys is at the discretion of the Lifeguard.
- The Outback Splash Team reserves the right to refuse entry to anyone showing unsocial behaviour (under the influence of alcohol and drugs) at Management's discretion. Guests will assume responsibility for any damage caused throughout Outback Splash.
- Outback Splash does not accept any responsibility for injury to Guests, damage or loss of property belonging to Guests.
- You agree to let Outback Splash inspect any bags or other goods in your possession or your locker immediately upon request. At the discretion of Outback Splash some items in your possession may not be permitted in the park.
- Sorry, no refunds. Please refer to our advertised voucher and ticket policy.

HEIGHT, WEIGHT, AND HEALTH ADVICE

- Some of our attractions have height, weight, jewellery, accessories and clothing restrictions. Please refer to signage in the park and additional signage at each attraction for further information
- All attractions operating policies are created in support of Australian Standard 3533.2. For this reason, loose items are strictly prohibited on many park attractions. Specifically, and in addition to other loose items and articles of clothing, no jewellery, watches, sunglasses, prescription glasses, belts, or denim can be worn on any water slide. Any items concealed by patrons in breach of the park's operating policies are done so at the sole risk of the Guest and without any liability toward Outback Splash.

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- Prior to using an attraction, it is the responsibility of the Guest to ensure they are not in breach of operating policy. This can be done by reading signage located at each attraction, at outbacksplash.com.au or verbally inside Outback Splash with a member of the Team who is equipped to provide the correct information.
- Weight Requirements: guests are responsible for ensuring their own compliance with the maximum weight requirements as required on each ride. These requirements are safety related and articulated by the manufacturer of each attraction.
- Further specific requirements may be displayed throughout the park and must be obeyed at all times.

HEIGHT, WEIGHT, AND HEALTH ADVICE

Unless otherwise explicitly stated on the voucher or ticket, the following conditions apply to the use and redemption of special offers, coupons, discount vouchers, online tickets and the like at Perth's Outback Splash.

- Vouchers and Tickets cannot be redeemed after the expiry date. Unused vouchers and tickets cannot be refunded.
- Vouchers and tickets cannot be exchanged for cash or any other goods or services other than what is specified on the voucher/ticket.
- Only one voucher or special offer may be claimed over a single transaction (please note that the Mini Group Ticket is considered to be a discounted offer, no further discounts can be applied to this entry type).
- Discounts are always applied to the full value of an item.
- Where a 'buy one, get one free' voucher is concerned, the 'free' item cannot exceed the value of the 'paid' item.
- No discounts can be applied to online tickets other than those automatically applied during promotional periods.
- The Outback Splash Team reserves the right to exercise discretion over any special offer, coupon, discount voucher, ticket or the like, where the application of that offer is not covered by this voucher and ticket policy.
- Gift certificates purchased online, or in-person are non-refundable.

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