

# Booking terms and conditions

**The following terms and conditions are to protect both parties. Please ensure you read and understand the terms and conditions fully.**

**1. Booking form.**

- a. Unless you have already discussed your booking with us the online booking form is NOT a confirmation of your booking.
- b. After a booking is received and processed by us we establish whether the date and time of your request is available.

**2. Payment.**

- a. When your booking is confirmed by Discovery Dome, we will send you an quotation detailing the cost of the day. When you agree to our terms and conditions you are agreeing to this quotation.
- b. On the day of the show we will present our final invoice to the person who has booked us into the organization. This will never be more than the cost on the original quotation, and may even be less if some children are absent.
- c. We expect speedy payment- within one month of our visit into your organization.

**3. Booking Cancellation.**

- a. If you need to cancel a booking due to unforeseen circumstances Discovery Dome will try and arrange an alternative date and time
- b. If you cancel two weeks prior to booking date **and no alternative date is arranged** Discovery Dome reserve the right to invoice for 50% of the quotation cost.
- c. If you cancel within five days of the booking date **and no alternative date is arranged** Discovery Dome reserve the right to invoice 80% of the quotation cost.

**4. Booking expectation on the day**

- a. Venue for the domes
  - i. The customer should provide an indoor space big enough for our domes.
  - ii. The floor needs to be clean, sturdy and level
  - iii. The space needs to be hazard free and sheltered from the elements.
- b. Accessibility
  - i. Easy access to the venue is essential
  - ii. Ideally there should be a limited number of steps, please inform us beforehand if there may be access issues so we can try to accommodate this.
- c. Car parking
  - i. We do have a vehicle that requires a space to be parked. We carry lots of equipment and some of it is very heavy so we need to be close to access points to the venue.
  - ii. If parking is not available please inform Discovery Dome beforehand so we can make alternative arrangements.
  - iii. Any parking charges we incur will be charged in our invoice to you.

**5. Behaviour and etiquette**

- a. Discovery Dome will endeavor to provide a friendly, educational, entertaining experience for everyone.
- b. If any person does not adhere to our code of conduct outlined on our risk assessment we may ask them to leave the dome.
- c. If any equipment is damaged by any member of your organization (children, teachers, adults, students) we may request compensation for the loss.

**If you agree with the above terms and conditions please feel free to proceed with your booking. By checking *I agree with the booking terms and conditions* on the online booking form you and your colleagues will be legally obligated to abide with the above.**