



## **TERMS AND CONDITIONS**

### **1. Bookings**

1.1 We provide structured activities for all occasions.

1.2 Bookings must be for a minimum of 3 hours.

1.3 A completed booking form is required before we can agree to provide a service.

1.4 The booking form must be completed in full including any disability/or health problems.

1.5 There will be additional costs if you choose for us to hire a venue (child friendly restaurant or community space) instead of having it at home, work place or organising this yourself.

1.6 Your booking is complete when:

- the activities coordinators booking form is completed, submitted and received by Pride Lands or when the enrolment form is filled in, signed and received by the Pride Lands office,
- these Terms and Conditions are signed and returned to the Pride Lands office, and
- full payment and confirmation has been received by Pride Lands at least 2 weeks prior to the event date.

1.7 Pride Lands must be notified immediately if there is any change of circumstances that may affect the accuracy of the details provided in the booking form.

### **2. Hours of operation**

2.1 The hours of operation include weekdays, weekends and public holidays (Day or Night).

2.2 No matter what your space is, we can make it work

2.3 We will bring our own resources to run structured activities for your guests.

2.4 We will prepare activities and appropriate music to meet your theme expectations.

2.5 Our activities will be interactive, fun and engaging.

### **3. Obligations of parents**

3.1 We require four (4) weeks' notice to plan appropriate activities to meet your requirements. Hosts will make time during the preparation period to discuss with us the theme of their event, medical conditions/disability and number of guests attending.

3.2 Hosts and guests will be held responsible for their behaviour.

3.3 Feedback and/or complaints about the activities or staff members should be directed to the Director of Pride Lands, Mr Moses Ariama, who will attempt to rectify the situation. Where possible a mutually agreeable outcome will be sought.

### **4. Cancellation/postponements**

4.1 Cancellation of a booking must be done in writing and sent or e-mailed to Pride Lands office at least one week before the event, and may incur a cancellation fee to cover preparation work. Late cancellations are non-refundable.

### **5. Confidentiality/Privacy**

5.1 Pride Lands will ensure the confidentiality and privacy of hosts and guests at all times is upheld in accordance with the Privacy Act 1993.

5.2 No information will be disclosed without the Director's and host's permission or as required by legislation, for example, Health & Safety Act.

5.3 All files holding confidential information will be duly secured and kept away from the access of unauthorised persons.

### **6. Fees and charges**

6.1 Fees must be paid at least two weeks in advance of the activities going ahead.

6.2 Fees can be paid directly to the Pride Lands bank account provided on the invoice by internet banking/direct credit. Payments by cash can be made at the office during business hours.

6.3 Pride Lands reserve the right not to accept bookings.

6.4 Pride Lands reserves the right to withhold service or terminate a booking for which payment has not been received

6.5 If you have a Wild Card with us, you get 15% off your bill

6.6 Short notice bookings will incur a late notice fee of \$60.00 extra.

6.7 Travel cost may apply.

6.8 Public Holiday Service: Surcharge of 15% applies, including: **Xmas Day, Boxing Day, and New Years Day**

## **7. Exclusion from liability**

7.1 Pride Lands is not liable for any injury sustained by a host or guest during attendance at any activity event and is not liable for any medical costs incurred.

## **8. Acknowledgment and acceptance**

8.1 By signing these terms and conditions you agree:

8.1.1 That you have read and understood the terms and conditions and agree to be bound by them;

8.1.2 That you consent to receiving commercial electronic messages from Pride Lands unless, in writing, you advise us otherwise;

8.1.3 That all prices, terms and conditions are subject to change and that you agree to be bound by those changes; and

8.1.4 That this is a binding agreement between Pride Lands and the Host

**Host(s) name:** \_\_\_\_\_

**Signature(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Full Name:** \_\_\_\_\_

**Signed on behalf of  
Pride Lands:** \_\_\_\_\_ **Date:** \_\_\_\_\_