



## Terms & Conditions

### Condition of Entry - Hazards

The Blue Lotus Water Garden has many water features that are not fenced including lakes, ponds, lagoons, waterways and elevated walkways that can be dangerous. Children must be supervised by a responsible adult at all times whilst visiting the gardens.

All people entering the Blue Lotus Water Garden at 2628 Warburton Highway, Yarra Junction, Victoria agree to be bound by these Terms and Conditions.

It's an express condition of your entry including any minors or dependants in your care and any person that you have booked or purchased a ticket for agree to release, waive, indemnify and discharge the Blue Lotus Water Garden, its owners Geoff and Yvonne Cochrane, managers, employees, agents and contractors from all forms of liability, claims or demands for all injuries and illnesses, losses, damages of any kind to yourself or property, any minor under your supervision, and any persons that you have booked or purchased a ticket for.

### Condition of Entry - COVID19 Declaration

Our priority at the Blue Lotus Water Garden is the health and safety of our customers and staff. We would like to reassure everyone that we are an outdoor attraction with lots of space, sunshine and fresh air and we follow the health guidelines provided by authorities.

As a condition of entry by every person to the Blue Lotus Water Garden, you must agree and declare the following:

- I and any person I booked a ticket for confirm I/we are NOT showing any signs and symptoms of COVID-19 being fever (above 37.5 degrees Celsius), flu like symptoms, coughing, sore throat or headache.
- I understand that if myself or any person I booked a ticket for have an elevated temperature or any flu-like symptoms then I or any person I booked a ticket for will not be permitted to enter the gardens or remain on site.
- I and any person I booked a ticket for confirm I/we have not had close or casual contact with a person who has been confirmed with COVID-19 at any time in the past 14 days.
- I and any person I booked a ticket for confirm I/we are not awaiting results of a COVID-19 test.
- I and any person I booked a ticket for confirm I/we will follow Blue Lotus Water Garden's directions regarding hand hygiene while on site, including sanitizing my hands prior to commencing my visit.
- I will notify Blue Lotus Water Garden if any of the above change upon the day of visiting.
- I and any person I booked a ticket for confirm I/we will follow good hygiene practices while onsite.
- I and any person I booked a ticket for confirm I/we have not attended a COVID-19 case location at the relevant date/time as indicated on State Government websites or from a declared hotspot in Australia or New Zealand in the pass 14 days.

- I and any person I booked a ticket for confirm I/we have not travelled from overseas within the last 14 days with the exception of travel from New Zealand.
- All persons must register their details via the QR code displayed and present the confirmation to staff at entry. If, for some reason this is not possible, you will be directed to record your name and contact details in our visitor register. Your name and contact details will be held electronically for a period of 28 days and passed on to authorities if requested.

### **Condition of Entry - Requirements**

As a condition of entry by every person to the Blue Lotus Water Garden you must agree to and abide by the following requirements:

- All minors aged 0-15 years must be accompanied by a parent or adult guardian at all times whilst in the grounds of the Blue Lotus Water Garden.
- You and any minors or dependants in your care must not damage or pick any of the flowers or plants.
- No BYO alcoholic beverages allowed.
- No pets allowed on the property or car parks other than authorised assistant or guide dogs.
- No pushbikes, skateboards, rollerblades, skates, scooters.
- No fireworks, bangers or whistles.
- No illegal drugs or weapons.
- No amplified music without written authorisation by management.
- No filming or photography for commercial purposes without prior written consent from management of the Blue Lotus Water Garden.
- No drones are not permitted for use on the property without prior written consent from the Blue Lotus Water Garden.
- The Blue Lotus Water Garden will refuse entry to any person who does not comply with the conditions of entry and other requirements.
- The Blue Lotus Water Garden will refuse entry or eject persons under the influence of drugs or alcohol, who are disorderly, or engage in inappropriate behaviour, vandalism or evade admission.
- Management reserves the right to inspect any bags or other items at all entry points or within the gardens, if staff suspect the person is carrying a prohibited item or has stolen property from the garden.
- While visiting the gardens you may be filmed, photographed or recorded for marketing and advertising purposes by the Blue Lotus Water Garden. You agree to allow your image to be used for these purposes and wave any requirement of payment.
- CCTV surveillance cameras in use.

## Online Tickets

Every person requires a ticket to enter the garden including children aged 4 years or older.

To purchase an online ticket, you will need to select the date and session time you wish to attend the garden. You will also need to provide names for each ticket holder.

## Online Ticket Purchasing Terms

- Online tickets are only valid for the date and session time displayed on the ticket and can only be used once. Online tickets expire at the end of the session time displayed on the ticket and become void.
- Entry to the gardens will only be granted after staff scan the QR or Barcode code on a printed online ticket or digital ticket displayed on a smart phone.
- People who have a Senior or Pensioner Ticket will also have to present either a valid Australian Seniors Card or Australian Pension Card to gain entry. No other concession cards will be accepted.
- People who have a Companion Card Ticket must be assisting a person with a disability that has a paid ticket, and present a valid Companion Card or Professional Carers Card to gain entry.
- Minors aged 0-15 years will not be granted entry without being accompanied by a parent or adult guardian with a valid ticket.
- Children aged 4-15 years require a paid ticket on weekends and public holidays. Children 3 years and under are free of charge any day.
- Changes to date or session time of online tickets is limited and can only be done online by using the methods provided by our online ticketing provider, Ticketbooth. **NO** changes will be accommodated over the phone or in any other way. Changes are only permitted if done a minimum of 24 hours prior to the original date and session time of the ticket, and only if another date and session time is available.
- Online tickets are non-refundable unless otherwise stated in our Refund Policy.
- Lost, damaged or stolen tickets will not be replaced unless proof of purchase is provided, and the ticket has not yet expired or been used.
- Online tickets cannot be transferred or on sold to another person or party.
- Online tickets can only be purchased through our website using the Ticketbooth booking portal and a major credit card. Your account will be debited at the time of ordering and payment processing and transaction fees may apply and added to your ticket cost. All prices include GST. All online tickets purchased through our ticketing provider Ticketbooth are also subject to the Terms and Conditions of Ticketbooth.
- When purchasing an online ticket, the customer is agreeing to give access to their name, email address, contact number, post code and any other personal information entered to the Blue Lotus Water Garden and its associated businesses. These details will be held confidentially by Blue Lotus Water Garden and used for processing, marketing, research purposes only except if details are requested by the Victorian Government for contact tracing.

- Online tickets will only be sent via email. A booking confirmation will also be sent that includes your purchase details and a link at the bottom of the page that can be used to request a change to date and or session time, subject to conditions and availability.
- Blue Lotus Water Garden reserves the right to adjust operating hours without prior notice.

### **Dangerous Weather Policy**

If management considers weather conditions are too dangerous for visitors, the Blue Lotus Water Garden may temporarily close until weather conditions become safe.

- Any group bookings affected by the closure will be notified and offered to change the date or cancel the booking.
- Any online ticket holders that have a valid ticket for the date and time the garden has closed. Will be contacted and offered a refund or to change the ticket to another date.

### **Refund Policy**

All online and single use tickets are non-refundable except in the following circumstances:

- The garden has closed on the date or session time the ticket was valid for. If that happened, online ticket holders will be contacted and offered a refund or change the ticket to another date.
- If a person requests a refund because of serious illness or injury. Requests must be made prior to the start of session time the ticket is valid for. And if request by the BLWG, provide a medical certificate.

We do not offer refunds for people who have been ejected from the property.

We do not offer refunds due to areas of the gardens being closed for maintenance, special events or for any other reason.

We do not offer refunds because a customer's ticket expired or become void before they had an opportunity to redeem it.

We do not offer refunds because a customer's plans have changed.