



## Terms & Conditions

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

### Condition of Entry - Hazards

The Blue Lotus Water Garden has many water features and other hazards that are not fenced including lakes, ponds, lagoons and waterways that can be dangerous. Visitors must be alert and take care at all times when on the property. Children must be supervised by a responsible adult at all times whilst visiting the gardens.

The property also contains plants, wildlife, indoor and outdoor displays, park equipment and structures, bridges, elevated walkways and trails that may pose a hazard risk. Visitors must be alert and take all reasonable care when using any of these facilities and must not touch, pick or consume any plants.

### Conditions of Entry - Indemnity

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, Blue Lotus Farm, G & Y Cochrane ABN 27 267 100 924, its subsidiaries, 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 – General 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:

- Every person aged 4 years and older requires a ticket to enter the garden.
- All people 16 years and older are considered an adult and require an adult ticket unless you qualify for a concession ticket.
- 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.
- 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.
- 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 carparks 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 (eTicket)**

As a condition of purchase of online tickets (eTickets) you must agree to and abide by the following requirements:

- The purchaser and ticket holder agree to the Conditions of Entry outlined in this document.
- Every person aged 4 years and older requires a ticket to enter the garden.
- All people 16 years and older are considered an adult and require an adult ticket unless you qualify for a concession ticket.
- 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.
- 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.
- 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 or date 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 or digital ticket displayed on a smart phone. Once the ticket is scanned, a date stamped GARDEN PASS & MAP will be provided to adult ticket holders that can be used to access the garden until 4:30pm on the date displayed.
- 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.
- All tickets are non-refundable unless otherwise stated in our Refund Policy outlined in this document.
- 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 for the cost of tickets ordered plus service and merchant fees charged by Ticketbooth. 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 and research purposes.
- 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.

### **Counter and Group Tickets**

As a condition of purchase of counter or group tickets you must agree to and abide by the following requirements:

- The purchaser and all ticket holders agree to the Conditions of Entry outlined in this document.
- Every person aged 4 years and older requires a ticket to enter the garden.
- All people 16 years and older are considered an adult and require an adult ticket unless you qualify for a concession ticket.
- 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.
- 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.
- All tickets purchased from the ticket counter are listed on a receipt provided to the customer. A printed and date stamped GARDEN PASS & MAP will be provided to each adult ticket holder that can used to access the garden until 4:30pm on the date displayed. The GARDEN PASS & MAP is not proof of purchase and staff may request a valid receipt to allow entry.
- All adults that are part of a group booking will be provided a printed and date stamped GARDEN PASS & MAP that can used to access the garden until 4:30pm on the date displayed.
- Tickets can be purchased over the counter (subject to availability) with cash, debit card or a major credit card.
- We accept cash, debit or credit card. All purchases over the counter using a credit card are made through the Commonwealth Bank of Australia's (CBA) merchant facility. Payment information is securely and confidentially processed by the CBA. If you believe any unauthorised use of your credit card has occurred, please contact your bank directly.
- All tickets are non-refundable unless otherwise stated in our Refund Policy outlined in this document.

## Season Passes

A limited amount of Blue Lotus Season Passes will be available for purchased over the counter at the garden. Season Passes cannot be purchased online.

All persons purchasing a Season Pass must agree to the following:

- Season Pass holders agree to be bound by the Conditions of Entry outlined in this document.
- A Season Pass allows the holder multiple entry to the gardens including any dependent children aged 0-3 years, subject to available site capacity, until the expire date on the pass.
- Children aged 4 years and older will require a paid day ticket.
- A Season Pass does not guarantee entry, if the garden has reached site capacity. We recommend pass holders come early on busy weekends and public holidays to avoid being turned away.
- A Season Pass expires on the date printed on the pass.
- A Season Pass is non-transferable and cannot be on sold to another person.
- A Season Pass is non-refundable unless otherwise stated in our Refund Policy outlined in this document.
- The Blue Lotus Water Garden reserves the right to cancel and make void a Season Pass at any time and for any reason.
- Season Pass holders will also need to present their pass and photo ID to staff before being allowed to enter the garden, subject to site capacity.
- Season Pass holders will need to scan the contact tracing QR code with their phone or provide their contact details in our visitor register, including any dependent children. Before being allowed to enter the garden subject to site capacity.

## Free Passes and Promotional Vouchers

If a Free Pass or Promotional Voucher issued by the Blue Lotus Water Garden includes an expire date. The pass or voucher will expire and become void on that date noted and cannot be redeemed for tickets or products.

If a Free Pass issued by the Blue Lotus Water Garden does NOT have any expiry date. It can be redeemed for a ticket (subject to availability) by presenting the Free Pass at the ticket counter.

## 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 change of date or refund.

## Refund Policy

- All Season Passes are non-refundable. No refund will be issued for any reason.
- If a tour operator or organisation has made a group booking and paid a deposit and the garden is closed on the date booked to visit. A refund or exchange of date will be offered to the tour operator or organisation.
- We do not offer refunds for people who have been ejected from the property or have been refused entry for not complying with these terms & conditions.
- 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.

All tickets are non-refundable except in the following exceptional 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 change of date or refund.
- 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 requested by the BLWG, provide a medical certificate.