



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.

Ticket Conditions – General

- **Adult Ticket:** All people aged 16 years and older are considered an adult and require an adult ticket unless you qualify for a pension ticket.
- **Child Ticket:** All children aged 0-15 years have free entry to the Blue Lotus Water Garden IF accompanied by a parent or adult guardian with a PAID ticket. Easter egg hunts and Dinosaur show admission is excluded from this offer, tickets for these events can be purchased online for a fee. School groups are excluded from this offer. All children must be supervised at all times by an adult with a paid ticket whilst in the grounds of the Blue Lotus Water Garden.
- **Pension Ticket:** To qualify for a concession rate ticket. People must have an Australian Senior Card or Pension Card and present it to the staff at the ticket counter prior to entry. NO other concession cards will be accepted.
- **Companion Card Ticket:** To qualify for a free Companion Card Ticket, the carer must be assisting an adult person with a disability that has a paid ticket and present a valid Companion Card or Carers Card to staff at the ticket counter prior to entry.

As a condition of purchase, all ticket holders agree to and abide by our Conditions of Entry outlined in this document.

All tickets purchased from the ticket counter are listed on a receipt provided to the customer. A printed and date stamped pass will be provided to each adult ticket holder that can be used to access the garden until closing time on the date stamped on the pass. The pass is not proof of purchase and staff may request a valid receipt to allow entry.

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.

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.
- Online tickets are only valid for the date and session time displayed on the ticket and can only be used once.
- Online tickets expire and become void 30 minutes before the end of the session time and date displayed on the ticket and cannot be used after this time.
- All people 16 years and older are considered an adult and require an adult ticket unless you qualify for a concession ticket.
- All children aged 0-15 years have free entry to the Blue Lotus Water Garden IF accompanied by a parent or adult guardian with a PAID ticket. Easter egg hunts and Dinosaur show admission is excluded from this offer, tickets for these events can be purchased online for a fee. School groups are excluded from this offer. All children must be supervised at all times by an adult with a paid ticket whilst in the grounds of the Blue Lotus Water Garden.
- People who have a Senior or Pension 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 an adult person with a disability that has a paid ticket and present a valid Companion Card or Carers Card to gain free entry.
- 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.
- Requested changes to the date of an online ticket 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 session date and time of the ticket, and only if another date and session time is available before the ticket becomes void.
- 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.

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 0-15 years, subject to available site capacity, until the expire date printed on the back of the pass.
- 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 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 must present their pass to staff when entering the gardens and photo ID if requested.

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.

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:

- All children aged 0-15 years must be accompanied and supervised at all times by an adult with a PAID ticket 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. Or consume any of the plants or flowers.
- No BYO alcoholic beverages allowed.
- No pets allowed on the property or carparks other than authorised assistant or guide dogs.
- No drones, pushbikes, skateboards, rollerblades, skates or scooters allowed.
- 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.
- 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.

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 tickets and passes are **non-refundable**. You cannot request a refund if you change your mind on attending the event for any reason.

In the event the garden has closed due to dangerous weather conditions on a date and session time you have a valid ticket. Ticket holders will be contacted and offered a change of date and session time. Any decision to refund a ticket or pass is at the discretion of the Blue Lotus Water Garden.

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. An exchange of date will be offered to the tour operator or organisation. Any decision to refund a deposit is at the discretion of the Blue Lotus Water Garden.