

## TERMS & CONDITIONS

Bookings will not be held/confirmed by Symbio Wildlife Park until a \$50 non-refundable administration deposit has been received.

The final balance owing must be paid in one single amount, including ALL additional adults, prior to the commencement of the function and entry to the Party area. Party security bands will be provided at this time allowing entry and exit to the park. *Please note that payment for all extra adults is required at the time of entry to the party area/park or prior.*

ANY PERSON NOT WEARING A SECURITY BAND WILL BE SUBJECT TO STANDARD PARK ENTRY CONDITIONS AND WILL NOT BE ABLE TO ACCESS THE PARK AT ANY TIME.

Final party numbers and detail must be confirmed at least 7 working days prior to the event.

**Whilst a host is available to provide assistance during the party with food delivery, the animal encounter and clean-up, it is up to the parents to supervise and entertain the children.**

Pre-bookings are essential and are subject to availability on a first come basis.

Access to the private party area is for a maximum of 90 minutes. Paying guests are most welcome to remain at Symbio after this time but must vacate the party area to allow for cleaning.

**Trade regulations, including Workplace Health and Safety Laws, Occupational Health and Safety Laws must be observed and respected at all times.**

Symbio cannot accept responsibility for the disruption of the organised event caused by poor weather, evacuation and / or emergency evacuation. In the event of cancellation for any reason the deposit paid will be forfeited.

For the health and welfare of our animals, water pistols, balloons, music and ball games are not permitted in the park. All decorations used during the event must be removed from the park upon completion of the event.

Symbio does not supply decorations and no nails, tacks or fixings that will damage the building are allowed. Decorations can only be fixed with sticky tape or blu-tack

No special discount or concessional offers, including complimentary or promotional passes/discounts will be accepted in lieu of payment for the event.

Park patrols by our staff apply, as do their empowerment to enforce Park policy and control measures as necessary. Children must be supervised at all times by an adult and must not:- climb on fences, glass or any other structure, throw rocks or obstacles at any animal, person or object, never feed wildlife unless supervised by an adult, never enter pool area unless under strict, direct and constant adult supervision.

Smoking is not permitted in party/function area or any demonstration area.

Please be aware, if you require additional time to begin set up within the reserved area, or to decorate, please inform at booking stage, this can only occur through prior arrangement

Visitors must act at all times in a safe and appropriate manner whilst in the Park and abide by all directions given by Symbio personnel and obey the instructions on any signs displayed within the Park. Any breach by any child will necessitate removal of the child to ensure all visitors enjoy their experience in the park. In this instance an adult will be required to escort the offending child from the premises and maintain the responsibility and care of this child.

Animals can be dangerous and can cause injury, viewing/ feeding of any animal is on the condition that care and common sense is exercised including, without limitation, not entering into any cage or enclosure or placing bodily parts into any cage or enclosure or into any animal or placing or throwing any object at any animal or into any cage or enclosure.

**I agree to the terms and conditions set out on this agreement and accept this quote.**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: / /

**PLEASE EMAIL THIS PAGE WITH THE BOOKING FORM TO  
guestservices@symbiozoo.com.au -or- fax 02 4294 1734  
Symbio Wildlife Park  
7-11 Lawrence Hargrave Drive, Helensburgh NSW 2508**