

## Discovery Space Session Tickets Terms and Conditions

### **If you cannot attend your allocated session:**

You can apply for a credit to reschedule to another session at a later date by emailing 1 hour prior to your session time via [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au)

For a refund of fees paid we require that you notify us via email 1 hour prior to your session time via email [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au) No shows will not be eligible for a refund.

**Do I need to wear a face mask?** The safety and wellbeing of our customers is our top priority. From Sunday 3 January 2021, we expect all members and guests visiting the Discovery Space aged 12 years and over to wear a face covering as per the NSW Governments directive. Children aged 12 and under are exempt but are encouraged to wear masks where practicable. This will apply to our team. There may be limited exceptions to this mandatory requirement such as medical conditions and children aged 12 and under. We encourage all members and guests who cannot wear a face covering due to valid medical reasons to consider delaying their visit. We encourage you continue to be COVID safe whilst visiting the Discovery Space. Please use the hand sanitiser available and maintain social distancing. For further information please see [here](#).

**If I am sick and cannot come to the Discovery Space do I get a refund?** We understand that plans change. We do ask that you call the Discovery Space by the morning of your visit date to let us know that you won't be visiting so we can release the tickets to another family. We appreciate your cooperation and courtesy as we try to meet visitor demand during this low-capacity period.

**Do I need to make a reservation for my child under age 1?** Yes. To enter the Discovery Space, all members and general admission visitors need a reservation for everyone in their party to enter, including children under the age of 1. **Note:** children under age 1 will not be charged, but must be included in your party's total reservation count to help monitor visitor capacity.

1. Prices are valid as per 1 July 2020. All session bookings are 3 hours duration.
2. You can apply for a credit to reschedule to another session at a later date by emailing 1 hour prior to your session time via email [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au) For a refund of fees paid we require that you notify us via email 1 hour prior to your session time via email. No shows will not be eligible for a refund.
3. You are required to pre book tickets to sessions prior to entering Early Start Discovery Space for all guests in your party including children under 12 months of age. You must enter your name, contact number or email for the purposes of tracing COVID-19 infections. Failure to provide contact information details for all guests in your party will result in access being denied.
4. The Early Start Discovery Space reserves the right to update or change the terms, conditions, and membership benefits at any time without prior notice.
5. The Early Start Discovery Space collects & manages your personal information in a professional and responsible manner following the UOW Privacy Principles. The information provided by you will only be used for Early Start Discovery Space purposes, such as the administration of your entry and the purposes of tracing COVID-19 infections. The Early Start Discovery Space will not disclose, sell, distribute, share or otherwise pass on your personal information to any third party.
6. The Early Start Discovery Space shares its space with the greater Early Start and University. Students from the Early Years, Education, Psychology and occasionally other faculties may use the Discovery Space to run activities, practice their skills, observe how spaces are used or how children interact with those spaces. While some observations may be noted, no identifying content will be recorded, nor data collected without your permission. If you have a concern about any students in the Discovery Space please chat to our staff on the day to find out more.