

## **A. General Membership Conditions**

1. Members must comply with all Discovery Space [Ticketing and Entry Terms and Conditions & Privacy Notice](#)
2. Prices are valid as of 1 January, 2023
3. The Early Start Discovery Space may update or change these membership terms & conditions to reflect changes in the way the Discovery Space operates, changes to University of Wollongong policy or procedures or changes to law. In these circumstances members will be given at least 7 days prior written notice. In the event these changes will substantially affect the terms of membership, the Booking Owner may terminate the membership within 7 days of receiving notice, by emailing [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au). Partial refunds may be available in certain circumstances. Where the cost of total visits to the Discovery Space on a membership - at a price equivalent to the current general entry visit rate - is of lesser value than the cost of the purchased membership, the difference will be refunded.
4. All memberships must contain a minimum of one (1) adult and one (1) child and not exceed eight (8) people.
5. Your membership card is NOT TRANSFERABLE. Only the named persons listed on your membership may use it.
6. The Early Start Discovery Space does not pro-rata, transfer or refund memberships after the initial cooling off period.
7. A Discovery Space Membership and associated Membership Benefits are valid for a fixed period of 12 months after purchase. Please retain your receipt for your records.
8. It is the responsibility of the booking owner (member) to maintain their membership validity. The booking owner is responsible for ensuring the details of their Membership are correct.
9. The Early Start Discovery Space reserves the right to terminate your membership if you:
  - a. fail to comply with these terms & conditions and the [Ticketing and Entry Terms and Conditions](#);
  - b. abuse any privilege afforded to you under the Membership program;
  - c. reproduce an Early Start Discovery Space membership card in any form;
  - d. conduct unauthorized or unlawful resale or fraudulent use of any membership card
  - e. Or misuse your membership card or breach the conditions of entry.
10. Failure to present your membership card or email confirmation of membership on request could result in the payment of full admission.
11. Membership privileges are available only on general entry and DO NOT apply to any school excursions and/or other events and/or workshops held within the Discovery Space.
12. Purchasing memberships for a third party (e.g. is not permitted) to ensure all members are aware of our [Ticketing and Entry Terms and Conditions](#) of entry and [Membership Terms and Conditions](#)

## **B. Discounted Memberships**

1. Concessional Membership: to qualify for a concession membership, an adult/child going on to the membership must show proof of concessional status and photographic identification of a Centrelink Health Care Card, Pensioner Concession Card.
  - a. Limit of one (1) discount per membership, or per adult/child named on the card.
2. To qualify for the 15% discounted membership, an adult/child going on to the membership must show proof of being UOW staff or student, or Science Space Member card or number, or present Big Fat Smile Family Fun Card
3. Transferable Membership Pass: transferable Pass is only valid for ONE (1) additional guest per visit when accompanied by a named membership cardholder.
  - a. Limit of ONE (1) Transferable Pass per membership.
  - b. No discounts apply to Transferable Passes.

4. Membership purchased with Creative Kids vouchers must contain one (1) adult and the named child on the Creative Kids voucher.
5. To validate a Creative Kids Membership, the Creative Kids recipient must be listed on the membership and is required to check-in to structured creARTivity programs
6. Creative Kids vouchers cannot be used to create future Memberships. New or renewing members can use their 2023 voucher towards a Creative Kids Membership.
7. No Discounts or Concessions apply to 2023 Creative Kids Membership.

### **C. Membership Benefits**

1. Membership grants named members only (not Transferable Membership Pass holders unless accompanied by a named member) the following benefits:
  - a. Unlimited visitation to the Discovery Space during normal opening hours. Please see our website for up to date opening hours and days, as these are subject to change at short notice around Public Holidays and School Holidays.
  - b. 10% discount on Discovery Space Gift Shop purchases (excludes sale items)
  - c. \$10 member guest rate for any guest/s that attend with a member up to a maximum of 8 guests
  - d. Access to a limited number of carparks in our undercover member parking (**further details below**)

### **D. Upgrades to Membership**

1. Visitors to the Discovery Space choosing to upgrade to a membership using general entry ticket as credit are bound by the following terms:
  - a. **Membership becomes active on the day of purchase**
  - b. A valid receipt or booking ID must be presented at the time of upgrading to a membership
  - c. Upgrades must be made within 7 days of the date of admission to the Discovery Space by contacting the Discovery Space
  - d. If the total of the general entry payment exceeds the total membership value, the Discovery Space will not refund the difference
2. Memberships can be upgraded to include additional services at any time (e.g. additional adult, child, transferable pass) but are bound by the following terms:
  - e. There is a maximum of eight (8) people per membership permitted, inclusive of transferable passes.
  - f. Any additional services (e.g. additional adult, child, transferable pass) added to membership will expire when the **initial membership expires**.

### **E. Renewals of Memberships**

1. Members are entitled a 20% renewal discount bound by the following terms:
  - a. The 20% renewal discount only applies to name members on the current membership, not transferrable passes.
  - b. Any new members added to the membership after expiry are not entitled to the renewal discount.

#### **F. Membership Deferral**

1. You may defer your membership for a minimum of 2 weeks and a maximum of 8 weeks total in two week increments.
2. The deferral may be for any reason (including personal, holidays, medical, injury and illness).
3. You must give us prior written notice to email address [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au) in order for your membership to be deferred
4. Your membership expiry end date will be extended by the period of a deferral. You will receive a confirmation once this has been received.
5. If a deferral is required due to medical reasons longer than the maximum duration a medical certificate will be required with a start and end date.

#### **G. Affiliated Organisation Membership Benefits**

1. Membership to the Discovery Space grants the member the following benefits:
  - a. 15% off membership at Science Space, located at UOW Innovation Campus

#### **H. Members Car Park**

1. The members car park is located beneath the Discovery Space building and is allocated based on availability at the time of your arrival. Members parking is not guaranteed.
2. The members car park is only available to members for the specific purpose of attending the Early Start Discovery Space and only opens 15 minutes prior to our opening time.
3. The members car park is only available for use for the duration of your visit to the Discovery Space.  
**All members vehicles must be removed by close of business each day.**
4. A limit of one vehicle per membership, per day is allowed in the members car park.
5. In the event that the members carpark is at capacity, members can proceed to either the FREE Carpooling area in P4 (if you have 3 or more people in your car, including children) or the P4 Western Carpark where parking fees apply.
6. Please see [here](#) for further information about the Pay As You Go (PAYG) ticketless parking system through the CellOPark app that is now available at the University of Wollongong.

#### **I. Cooling Off Period**

1. Your cooling off period is 10 business days after the date of joining.
2. You may cancel your membership during the cooling off period without cause or reason.
3. You must provide written notice of the cancellation of your membership to email address [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au) within the cooling off period.
4. You will receive a confirmation once this has been received.
5. Any fees that are required to be refunded to you will be paid to you within 7 days after you have cancelled your membership. In determining the refund amount, we are entitled to deduct from the amount paid by you for services provided to you. You must pay for each of the sessions attended at a price equivalent to the current general entry visit rate.
6. Creative Kids vouchers are unable to be refunded and cannot be transferred to any other services.