

Early Start Discovery Space

Ticketing and Entry Terms & Conditions



By purchasing a ticket (including any type of booking or membership) to the Discovery Space, you agree to the following terms and conditions:

The Discovery Space is part of the greater Early Start facility, which is an entity within the University of Wollongong (UOW) that conducts research and offers professional training to improve understandings of childhood development, learning and health. UOW students and academics from the Early Years, Education, Psychology and occasionally other Faculties or groups approved by the Early Start Executive 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 by such students or academics, no personal information or identifying content will be recorded or collected, without prior permission from visitors.

B3. From time to time, Discovery Space staff or its employees may seek written permission from parents/guardians to photograph, film or record child/ren for marketing and/or promotional purposes. Signage will be placed at the activity location on days where photography, filming or recording may take place. Any material collected for this purpose will be handled in accordance with the Privacy Collection Notice (**below**).

D3. A visitor who has pre-booked or pre-paid for a ticket must give notice before or on the day of their booked visit if they can no longer attend the Discovery Space and would like to reschedule the visit or apply for a refund. See paragraph D3 for further information.

A. General Conditions of Entry

1. Visitors must follow all reasonable directions and instructions of the Discovery Space staff and volunteers.
2. All children must be accompanied and supervised by an adult.
3. There should be no more than seven (7) children to each supervising adult.
4. All adults must be in the company of at least one child to obtain entry.
5. Adults must take reasonable care of the health and safety of any child/ren under their supervision and must ensure those child/ren do not adversely affect the safety of others.
6. Adults are liable for any damage caused to Discovery Space property or premises resulting from their conduct or the conduct of any child/ren under their supervision, except to the extent that damage is caused or contributed to by the negligence of the Discovery Space and/or its employees.
7. Food and beverages may only be consumed in designated areas, being the Discovery Space Gardens & Café, and must not be left unattended.
8. All rubbish, including nappies, must be disposed of in the appropriate bins provided.
9. Smoking is prohibited in the Discovery Space and Gardens and on the University campus. Visitors must not smoke, vape, or consume, use or bring alcohol or illegal substances into the Discovery Space.
10. In the event visitor capacity is reached, visitors may be required to wait before gaining access to the Discovery Space. Priority will be given to visitors who have made online bookings.
11. The Discovery Space reserves the right to deny entry to anyone who fails to comply with any these Terms & Conditions, or request that any such visitors and any child/ren in their care vacate the Discovery Space. In these circumstances, refunds will not be given unless required by law.

B. Photographs and Videos

1. Visitors may take photographs or video recordings of any child/children in their care, for personal use only, during their visit.
2. Visitors must respect the privacy of other visitors and take care to avoid photographing or recording others.
3. From time to time, Discovery Space staff or its employees may seek written permission from parents/guardians to photograph, film or record child/ren for marketing and/or promotional purposes. Signage will be placed at the activity location on days where photography, filming or recording may take place. Any material collected for this purpose will be handled in accordance with the Privacy Collection Notice (**below**).

C. Security and Safety

1. The Discovery Space is not responsible for any lost, stolen or forgotten items. Lost property will be sent to UOW security and held for 7 days after which any unclaimed items may be donated to charity.
2. The Discovery Space does not carry or provide any medication to visitors.
3. Visitors must immediately report all incidents and accidents to Discovery Space staff.
4. Vehicles in the Early Start basement carpark are parked at the driver's own risk. We will not be responsible for the loss of or damage to any vehicle, except to the extent that damage is caused or contributed to by the negligence of the Discovery Space and/or its employees. Members must park in allocated Discovery Space bays.

D. Ticketing, Payment and Refunds

1. We only accept contactless payment options; cash payment is not accepted.
2. Visitors (members and non-members) are encouraged to pre-book admission to the Discovery Space online, including for children under the age of 12 months (**note:** children under 12 months will not be charged for entry, but must be included in the total reservation count to help monitor visitor capacity).
3. If a visitor has made a booking (excluding a Group Booking) or has paid for a ticket in advance and can no longer attend the Discovery Space that visitor:
 - a. can apply for a **credit to reschedule to another visit**, at a later date, or apply for a **refund**, by emailing us at discovery-space@uow.edu.au, before or on the day of their booked visit; and
 - b. must provide the booking confirmation number, booking name and the date of original booking.
4. No credits or refunds are available to visitors who fail to show for a booking, without prior notice, or who cancel with less than one hours' notice.
5. No credits or refunds are available **after** entry to the Discovery Space, unless required by law.
6. If a visitor's booking is cancelled due to a decision by the Discovery Space, we will refund the face value of the admission costs or book the visitor into a future rescheduled visit, subject to booking availability.
7. Any refunds processed will be returned to the original payment method used for purchase, excluding any transaction fees.
8. Ticket bookings are valid only for the specific event or entry and date for which they have been issued, as stated on the ticket or booking.

E. Public Health Orders

1. By entering and while visiting the Discovery Space, visitors agree that they and any child/ren under their supervision will:
 - a. comply with any applicable public health orders issued by the NSW Government (or other body empowered by law to issue such orders); and
 - b. in response to any public health emergency, follow all reasonable directions of UOW or NSW Health or any other authority with jurisdiction to issue such directions (including in relation to hygiene measures).

Full Membership Conditions are available [here](#).