

## BOOKING TERMS AND CONDITIONS

### Bookings and payment

**School bookings** to be made by filling out the [booking form](#) and sending to [info@carclew.org.au](mailto:info@carclew.org.au). Tickets will be held and invoice issued. If you have elected to pay by credit card, we will be in contact within 3 business days. Once payment is made, Carclew will confirm your booking and issue tickets.

Carclew will issue one (1) complimentary teacher ticket for every 14 students. Additional teachers/adults above complimentary ratios are charged at the same rate as students.

**General public bookings** to be made online at [Eventbrite](#).

Please note there are NO REFUNDS

### Ticket pricing

Concession price is available to full-time students and holders of a current pension/health care card.

### Enquiries

Please phone 08 8267 5111 if you have any queries at all. Please note that the enquiry line gets very busy so please leave a message and we will return your call.

### Arrivals and Departures

Please arrive at least 15 minutes before your allocated time.

School groups must be accompanied by a teacher/adult.

### Police Clearance

All Carclew staff, artists, assistants and volunteers have a National Police Clearance for working with children or have signed a legal declaration stating they have had no criminal offences that would preclude them from working with children.

### Event Cancellations

At time of scheduling all event information is true and accurate. Every effort to ensure the integrity of this event is undertaken, Carclew cannot be held responsible for changes that may occur beyond our control. If an event is cancelled due to unforeseen circumstances, we will offer you an alternative or refund.