



## TERMS AND CONDITIONS

The following terms and conditions are designed to guarantee we deliver on our promise of a safe and enjoyable Planetarium Space experience.

Please ensure you read and understand the terms and conditions fully. By checking the **I agree with the Booking Terms and Conditions** box in the booking form, you and the institution you represent will be legally bound to comply with the T&C's.

### Venue for the dome

1. The customer needs to provide an indoor space large enough for the dome that has been booked. Please check the dimensions provided on the booking form and in Starr's Planetarium Information Fact Sheet. Starr's Planetarium will not be held responsible for the incorrect space provided and full charges will still apply.
2. The dome is for **indoor use only**. Please ensure the hall/venue has been swept clean to avoid dust coming into contact with the dome projection and mirror surfaces. If the floor is dirty when we arrive, it will first need to be cleaned/swept before we can begin setting up, which will delay the start of the programme. We reserve the right to refuse show delivery if this condition is not met and full charges will still apply. Please be aware that raised or sprung floors may cause vibration to the projection equipment, resulting in possible shaky images on the dome roof. Access to an electricity supply within 10 metres of the dome is essential.
3. The space needs to be hazard-free and sheltered from the elements.
4. The audience within the dome will be seated on the floor. Please advise us if stools are required. You may provide mats as necessary. The domes are wheelchair accessible.
5. During the shows, it is essential that at least one school teacher/staff member/adult accompanies groups of children.
6. We will require parking for our vehicle. If parking is not available on your premises, please inform Starr's Planetarium beforehand and recommend alternate options. If we incur unexpected parking charges, we will have to recover them by invoicing you.

## **Audience Code of Conduct**

Please note that if our Audience Code of Conduct is not adhered to, at all times, by any person in the planetarium venue, the customer will be held liable for any resulting accidents and/or damage to the equipment.

This will also render our price guarantee null and void.

We will request compensation for the full new replacement value of any damaged item(s).

1. Please do not run outside the inflatable dome.
2. Please do not run inside the inflatable dome.
3. Please do not eat or drink near or inside the inflatable dome.
4. Audience members under the age of 16 must be supervised by an adult at all times.
5. Please do not touch the inflatable dome or any of the equipment inside or outside it.
6. Please treat everyone around you, including Starr's Planetarium staff, with respect.

**Starr's Planetarium reserves the right to ask members of the audience who insist on being disruptive to leave the planetarium.**

## **Bookings, Payments, and Cancellations.**

1. Your filling out of the Booking Form and your acceptance of these T&C's is your confirmation that the event is going ahead.
2. Once we receive your Booking and have confirmed that your preferred date is available, we may require a deposit of at least 20% of the value of the proposed invoice to secure your booking. In this case, your booking is not guaranteed until we receive this deposit.
3. Payment terms are usually 7 days unless negotiated otherwise. If payment has not been received after 30 days of the completed visit and you have not provided a valid reason for the delay in payment, we reserve the right to:
  - a. Begin charging an extra \$50 per month or part thereof.
  - b. Eventually forward the invoice to our debt collection agency, after which you will also be liable for all administrative, legal and court fees.
4. At any time, if you need to postpone and reschedule a booking due to unforeseen circumstances, Starr's Planetarium will try and arrange an alternative date with you within the year, with no penalty.
5. For a change of mind, to receive a full deposit refund, cancellations need to be made at least 6 school working weeks before the booking date. Cancellations after this period will result in the loss of your deposit. If a deposit has not been taken, the deposit amount will be charged and payable by you regardless. Deposits for regional bookings are non-refundable.
6. For a change of mind, if you postpone or cancel your booking within fifteen school working days or less of the date of your booking, payment will be required for the full amount of the projected invoice, due to loss of revenue.
7. **There is no penalty for bookings affected by COVID restrictions.**
8. Postponements and cancellations must be in writing.
9. Occasionally, supplementary T&C's may be added. These will be conveyed by email and will be added to and/or supersede some of the above.
10. T&C's are subject to change.