



## TERMS AND CONDITIONS

The following terms and conditions ensure that we will deliver on our promise of a safe, enjoyable, and successful planetarium experience for all.

Please thoroughly read and understand these terms and conditions. By signing this form or by checking the **I agree with the Booking Terms and Conditions** box in the booking form, you and the institution or organisation you represent will be legally bound to comply with the T&Cs.

**Your completion of the Booking Form and acceptance of these Terms and Conditions confirm that your event is going ahead. Our cancellation policy is on page 2 of this document.**

Our Risk Assessment document must be read by the organisers and distributed to all participating team members and any additional users of the hall or venue. The form can be downloaded from [www.planetarium.com.au/documents](http://www.planetarium.com.au/documents)

### Venue for the dome

1. It is the customer's responsibility to provide an indoor space large enough for the chosen dome. Please check the dimensions stated on the booking form and in Starr's Planetarium Information Fact Sheet. Measure your hall or venue (including height clearance) to ensure suitability.  
Starr's Planetarium will not be held responsible for the incorrect space provided, and full charges will still be applied.
2. The dome is for **indoor use only**. Please ensure the hall/venue has been freshly swept clean to avoid dust coming into contact with the dome projection and mirror surfaces. If the floor is dirty or dusty when we arrive, it will need to be cleaned and swept before we can begin setting up, which will delay the programme's start. We reserve the right to refuse 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, which could result in shaky images on the dome roof. Access to an electricity supply within 10 metres of the dome is essential.
3. The venue must be dry, hazard-free and entirely sheltered from the elements. The customer will be held liable for any direct or indirect accidents and damage to the equipment if this condition is not met. We will request compensation for the total new replacement value of any damaged item(s).
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. All domes are wheelchair accessible.
5. During the shows, at least one school teacher, staff member, or adult per class must accompany the groups of children.
6. We will require easy access to the venue and parking for our vehicle to ensure a timely setup. If parking is unavailable on your premises, please notify Starr's Planetarium in advance and suggest alternative options. If we incur parking fines or charges, we will recover them by adding the charge to your invoice.

## Code of Conduct.

Please note that if any person in the planetarium venue does not always adhere to our Code of Conduct, the customer will be held liable for any resulting accidents and damage to the equipment. We will request compensation for the total new replacement value of any damaged item(s).

Non-adherence will render our price guarantee null and void; we may withhold the presentation, and full charges will still apply.

1. Please do not run or play outside the inflatable dome.
2. Please do not run or play inside the inflatable dome.
3. Please refrain from eating or drinking near or inside the inflatable dome. (Including Chewing Gum)
4. An adult provided by the customer must always supervise audience members under the age of 18.
5. Please do not touch the inflatable dome or any equipment inside or outside.
6. Please treat everyone around you, including Starr's Planetarium staff, with respect.

Teachers and organisers are responsible for audience behaviour, and this information must be distributed to all team members and any additional users of the hall or venue.

Starr's Planetarium is inclusive of all students. Please advise us of any considerations required for students with specific needs before the presentation. We will inform you if it is unsafe for a student to enter or remain in the dome.

Without this advice, **Starr's Planetarium reserves the right to ask audience members who insist on being unsafe or disruptive to leave the planetarium.**

## Bookings, Payments, and Cancellations.

1. Filling out the Booking Form and accepting these Terms and Conditions confirms that the event is going ahead.
2. Once we receive your booking and confirm that your preferred date is available, we may require a deposit of at least 20% of the proposed invoice value to secure your booking. In this case, your booking is only guaranteed once we receive this deposit.
3. Payment terms are typically 7 days, unless otherwise negotiated. 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 \$100 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 out of your control, Starr's Planetarium will try to 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 six school working weeks before the booking date. Cancellations after this period will result in the loss of your deposit. If a deposit has not yet been taken, the deposit amount will be charged and payable by you regardless. Deposits for non-Sydney bookings are non-refundable.
6. For a change of mind, if you postpone or cancel your booking within fifteen school working days or less from the date of your booking, payment will be required for the total amount of the projected invoice due to our loss of revenue. Postponements and cancellations must be in writing.
7. **There is no penalty for bookings affected by COVID restrictions.**
8. Occasionally, supplementary T&Cs may be added. These will be conveyed by email and added to and supersede some of the above.
9. T&Cs are subject to change. Please download the latest version from our website.  
<https://www.planetarium.com.au/documents>