

## **TERMS & CONDITIONS**

### Introduction

These are the Terms and Conditions under which you purchase a ticket to visit Beleura-the House & Garden.

You are bound by these Terms and Conditions, so it is important that you read them carefully. They are designed to ensure our services are provided with due care and skill. These Terms and Conditions do not alter any protection given to you by consumer laws. All prices are correct at the time of publication and are quoted in Australian dollars (AUD) and may be subject to change.

### Your agreement with us

When you make your payment for your visit, you accept our Terms and Conditions on behalf of all visitors in your booking. Once we have received a payment, an agreement on these Terms and Conditions becomes effective between all visitors in your booking and Beleura.

### Conditions of entry

Patrons enter these premises at their own risk. Where permitted by consumer laws and other laws, Beleura will not accept any responsibility for:

- a) Any loss or damage to any property brought onto the premises; or
- b) Any injury to patrons or associates of patrons whilst on the property;
- c) And to the greatest extent that you can legally do so, you release Beleura from all such liability.

In addition, our liability will be reduced in proportion to any negligence or fault on your part. When you purchase a ticket to visit and by entering the premises, you have accepted these conditions.

Beleura the House & Garden strongly recommends visitors wear suitable shoes for their visit. Steps as well as a narrow carpeted hall & staircase, is involved in the tour of the House. There are uneven surfaces at the Beleura the House & Garden.

## **TICKETING**

Although we would love to see you, we understand that plans can change. However, from the time that you make your booking, your visit is confirmed and a place is held for you. Visitor numbers to Beleura the House & Garden are extremely limited. This means that should someone else want to go on the tour you are on, we may not be able to offer that person or people a tour.

1. All prices are correct at the time of publishing. However, they are subject to change without prior notice.
2. Visitors are reminded that for technical or operational reasons, some programmes may be removed or closed or cancelled and/or altered at any time. Beleura the House & Garden reserves the right to change the programme if at any time it is deemed necessary or appropriate to do so.
3. Beleura the House & Garden reserves the right, at its absolute discretion, to refuse entry or admission or to remove from Beleura the House & Garden any visitor.

#### SECURITY once at Beleura the House & Garden

For safety & security reasons it is not possible for visitors to leave their group tour once the Tour has started. We ask that Cameras and mobile phones not be used during your House Tour however you are welcome to take photographs in the Garden.

#### Disabled Access

Please make us aware of the special needs of you or any member of your group in advance of your arrival so that we can offer every assistance. Wheelchair and Walker access is limited. Please Telephone 0 3 5975 2027 for more information.

#### Rights of the Director

If a visitor seriously affects their own safety, wellbeing or enjoyment, or that of any other visitor, the Director has the right to ask the visitor to leave the premises. In such cases, we are not responsible for any expenses including your return home. In addition, you will not be entitled to any refunds. While the Director will always act reasonably in these circumstances, you accept that the safety, wellbeing and enjoyment of everyone visiting, comes first.

#### Cancellations

In the event that a tour or other programme is cancelled by Beleura the House & Garden, you will be notified immediately and a full refund will be issued.

#### Refunds

A refund will not be provided to persons who fail to attend on the day of their booking.

#### Code Red Days

Should a Code Red Day affect the Mornington Peninsula area and more specifically the area surrounding Beleura and Mornington itself, your Tour may be cancelled.

The following quote is provided by the CFA web site, it defines what a Code Red day is:

*"Days of Code Red fire risk have the worst conditions for a bush or grass fire. Homes are not designed or constructed to withstand fires in these conditions."* To view more information pertaining to Code Red Days please visit the following link:

<http://www.cfa.vic.gov.au/restrictions/aboutfiredangerratings.htm>

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