

**Bookings and Payments:**

- ALL credit card transactions incur a standard 0.9% card service fee.
- \$150 deposit required at the time of booking.
- Balance is to be paid 14 days prior to arrival, please ensure sufficient funds are available on the debit/credit card you have provided at the time of placing the initial booking. If our attempts at deducting the remaining balance is unsuccessful, your reservation is subject to cancellation.
- Part payments welcomed at any time- you may access this via the guest payment portal.
- No Changes or Amendments will be taken after the 14 days prior – we will not accept additional guests entering the property on the day of the party \* No walk-ins.

**Cancellation policy:**

- All cancellations must be received in writing.
- If a cancellation is received more than 14 days prior to your arrival date, a refund will be issued less an administration fee of \$50.00.
- If a cancellation is received less than 14 days prior to your arrival date, no refund will be given.
- All No Shows are non-refundable.
- Please note credit card fees are non-refundable.

**Terms and Conditions:**

- Party Size: \$500 includes 10 children.
- Extra child \$50 up to 25 children maximum - bookings essential
- Booking Window: Must be booked at least 2 weeks in advance and no more than 2 months in advance.
- Rates: Sunday rates incur a 10% increase; public holiday rates incur a 20% increase.
- Outside Food and Drinks: No outside food or drinks allowed, except for a birthday cake/cupcake.
- Meals and Drinks- choose up to 1 option - See Party Pack attachment for more details.
- Menu Choices to be provided via email no later than 14 days prior.
- Full Guest attending list to be provided via email no later than 14 days prior - All Guests will need to check in at reception to receive wristbands and be allowed to access the waterpark.
- This is an un-hosted event; no party host will be provided. Add Mr Kaboodle as a party host to get the most out of your party experience! - See Party Pack attachment for more details.
- Parking: 1 car space per booking- please register car details with Reception. No on-site parking for party guests.
- Facility Usage: Party guests will have access to the waterpark area only; pool access is not included. Please get your wristbands at Reception on arrival.
- Guests must vacate the property once the party has concluded.
- Due to occupancy levels siblings not included in the above totals will not have access to the park.
- Attending adults are not permitted on the Waterpark.

**Waterpark Disclaimer:**

- Minimum height restrictions apply. 90cm for lower slides and 120cm for higher tube slides. Here is some information about height restrictions and safety which you may want to know before you arrive.
- Floaties life jackets and mats are not permitted on waterpark.
- Pregnant people, heart patients, back pain sufferers, or people wearing casts, should not slide. Persons under the influence of alcohol, drugs or medications are not permitted on the water park structure or slides.
- Please note we may close the water park for severe weather conditions or for wind speed of more than 50km/h.
- No lifesaver on Duty 24-hour camera surveillance is for your safety. Anyone not abiding by these rules will be removed from the water park complex.

**Privacy Policy – BIG4 Gold Coast Holiday Park**

BIG4 Gold Coast Holiday Park collects personal information for the purpose of providing customer service at its holiday park. The park complies with the Information Privacy Act 2009 when dealing with all personal information provided. By completing a booking request, customer survey, or signing up to our newsletter, you agree to your personal information being transferred to a secure server. Any personal information you supply in making a booking request, responding to a customer survey, or signing up to our newsletter, will only be accessed by us and used solely for the purposes for which it has been provided. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

On site parking for day visitors or unregistered vehicles is strictly prohibited. Offenders will be towed at the owner's expense.