

SYDNEY OBSERVATORY TOURS - TERMS AND CONDITIONS 2020

Please read the conditions below carefully:

1. Tours proceed in all weather conditions.
2. If viewing through telescope equipment is not possible due to adverse sky conditions (eg rain or cloud cover), alternative activities will be arranged for the tour. Patrons should be aware that under these circumstances, it may not be possible to see astronomical objects in the sky.
Please Note: Museum of Applied Arts & Sciences does not make recommendations or forecasts regarding weather and recommends that patrons refer to the Bureau of Meteorology to check weather conditions. The decision to proceed with a tour booking ultimately rests with the patron.
3. Tickets for Night and Twilight Tours are non-refundable but may be rain-checked in the event of adverse weather. *Refer to rain check conditions**
4. For patrons' safety, comfort and tour quality, there is a strict limit of 18 people per tour.
5. Patrons should arrive 10-15 minutes prior to their tour start time.
6. Tickets must be paid for at the time of booking and cannot be reserved without payment.
7. Due to high demand for night tours, it is strongly recommended that patrons pre-book tickets in advance of their visit.
8. To redeem Observatory gift vouchers, patrons must call 09 9217 0222. Gift vouchers may be redeemed to book a general night tour only and cannot be used for any catered or special events. Patrons must notify operators of the gift voucher prior to confirming a booking. Patrons must bring their gift voucher with them to Sydney Observatory and present this with their ticket upon entry.
9. Patrons must advise of discount or entertainment vouchers at the time of booking via the Booking Office (02) 9217 0111. Discounts cannot be retrospectively applied after a booking is confirmed.
10. Patrons using iVenture and Entertainment vouchers must present their voucher, certification card or other evidence of discount at Sydney Observatory reception prior to commencement of the tour. If the voucher is not provided, full entry fees will apply to your ticket.
11. Discounts and Entertainment vouchers apply for standard tours only (refer to specific voucher conditions). These cannot be used for catered or special events.
12. Adult supervision of minors is required at all times at the Sydney Observatory. A minimum ratio of 1 adult for every 5 children in attendance, is required.
13. Night tours are unsuitable for children under the age of 5. Twilight and Highlights Tours are recommended as more suitable options for young children.
Please Note: Sydney Observatory does not offer children's birthday parties.
14. There is no general parking available on-site at Sydney Observatory. If you require accessibility parking and have a Government issued accessible parking permit, you may contact Sydney Observatory to arrange access on (02) 9217 0222. Please note accessible parking on site is strictly limited and is not available to buses.
15. Special conditions apply to all catered and special events. Please refer to the specific event page for conditions of entry.

Rain Check Terms and Conditions*

- Rain checks are available to patrons who wish to exchange their tickets into an alternative session due to adverse sky conditions. Rain checks are not issued for change of mind.
- To rain-check tickets, patrons must phone the Sydney Observatory booking office prior to 12 noon on the day of their tour. Booking Office: (02) 9217 0111
- Rain checked tickets must be re-booked and used for a tour taking place within 30 days of the original tour date
- Patrons may change the date of their tour booking no more than twice within the 30 day rain check period.
- Rain checks are subject to tour availability.
- Rain check tickets become null and void if not redeemed within 30 days
- Rain checks may only be made for another tour of equal or lesser value to the original tour purchased.
- Rain checks and exchanges are available for Night and Twilight Tours. Rain checks are not available for Highlights tours
- Rain checks are not available for catered and special events
- If a patron is rain checking into a higher value tour, additional charges may apply.
- It is strongly recommended that patrons redeem their rain check vouchers as early as possible, to secure your place, as spaces are limited.

Group Bookings

- Group rates apply to groups of 10 or more people
- Group bookings must be pre-paid at the time of booking.
- Group bookings may be made up to 3 months in advance by calling Sydney Observatory booking office (02) 9217 0111 between 10am – 5pm daily

GENERAL BOOKING TERMS AND CONDITIONS

1. Evening talks, tours and events must be pre-booked and paid for at the time of booking by calling our Bookings Office 02 9217 0111 or by purchasing online at www.maas.museum
2. Refunds and cancellations are not available after a purchase has been confirmed, except in accordance with the LPA Code of Practice or as required by law.
3. Concession and student tickets are available to patrons holding valid Australian concession cards. A valid Australian concession must be presented upon entry.
4. Tickets are valid only when purchased through the maas.museum website or through an authorised third-party agent. Entry may be denied where tickets have been purchased through an unauthorised vendor or where tickets have been tampered with, damaged or defaced.
5. Tickets may not be used for advertising or promotions or resold at a premium without the direct written consent of MAAS. Breach of this condition may result in the cancellation of tickets and admission may be denied.
6. The right of admission is reserved and subject to the venue terms of admission.
7. Filming is not permitted inside MAAS venues without the express written consent of MAAS.
8. Ticket holders enter the venue at their own risk.