

All individual visitors in a Group Booking must comply with the Early Start Discovery Space [Ticketing and Entry Terms and Conditions](#) in addition to the following Terms and Conditions:

**A. Group Bookings (for groups of 16 people or more, excluding school groups)**

*No private rooms, table reservations or catering is available for Group Bookings. School groups should refer to the [School Excursion Terms and Conditions](#). Please note our space is designed specifically for children from birth to 10 years of age and their adults.*

1. Due to operational requirements, including staffing and special events, we may not always be able to accommodate Group Bookings. In these circumstances, we reserve the right to suspend or cancel Group Bookings and will provide at least 48 hours prior notice to anyone with a Group Booking, and refund any amounts paid towards the Group Booking.
2. If any individual visitor attending as part of a Group Booking breaches the [Ticketing and Entry Terms and Conditions](#), we reserve the right to terminate the Group Booking. Refunds will not be provided unless required by law.
3. We require a **minimum ratio of 1:5 (adult to children)** for Group Bookings to support supervision and ensure a safe and positive experience for all visitors.
4. Group Bookings, for groups of 16 or more people (not inclusive of members attending as part of the group), can be made by emailing [discovery-space@uow.edu.au](mailto:discovery-space@uow.edu.au). Please provide the following information **at least 7 days before your visit**, so we can process your Group Booking:
  - a. proposed date of visit
  - b. purpose of visit (eg birthday, celebration, vacation care outing, school holiday care group)
  - c. number of visitors (noting a ratio of 1:5 adults to children is required for Group Bookings)
  - d. billing contact details, and
  - e. confirmation you have read and agree to the [Ticketing and Entry Terms & Conditions & Privacy notice](#) and these Group Booking Terms & Conditions.Without the requested information being provided, we may not be able to confirm your Group Booking.
5. Once your Group Booking is confirmed, you will receive a Booking Number, payment request and a tax invoice to confirm your purchase. The Booking Owner is responsible for payment.
6. No discounts or Membership Benefits apply to Group Bookings.
7. A minimum payment for 16 people must be made for all Group Bookings (even if actual number of visitors on the day is less than 16 people).
8. Staff will increase the amount you are required to pay on the day if your group number increases.
9. 24 hours' notice is required to change or cancel a Group Booking made for a weekday or Saturday. 48 hours' notice is required to change or cancel a Group Booking made for a Sunday, to account for staffing levels. If this notice is not provided, or if eventual group numbers are less than booked numbers, no deductions or refunds will be given, unless required by law.
10. Groups may enter the Discovery Space at any point during our operational hours on the date of the group booking. Each visitor must have the name of the Booking Owner they are attending with as part of the Group Booking.
11. No dedicated bag storage is available for Group Bookings. If our regular bag storage is unavailable, you may have to carry any bags during your visit.
12. Any personal information collected by the Discovery Space in relation to the Group Booking will be handled in accordance with Discovery Space Privacy Collection Notice available in our [Ticketing and Entry Terms and Conditions](#).