



## HEADLAND PARK TUNNELS & GUNNERS TOUR: TERMS AND CONDITIONS

### Important:

You need your ticket to check-into your tour, please bring a printed copy or show it on your smart phone.

### Meeting point:

Meet at The Hospital on the Hill exhibition in Building 21 on Best Avenue. Parking is available off Suakin Drive. Public transport is available to our site, check [transportnsw.info](http://transportnsw.info) for more information.

### Check-in:

Ensure you arrive at least 15 minutes prior to the start time to check-in for your tour. Tours leave strictly on time and do not wait for latecomers.

### COVID Safety:

As a registered COVID Safe business, we require all tour participants to check-in using the NSW QR code provided on site before the commencement of the tour. Further, every tour participant must ensure they:

- maintain a physical distance of 1.5 metres from others, wherever possible
- have not attended a known hot spot
- have not had contact with a confirmed COVID-19 case within the last 14 days, and
- are not unwell and have not had any COVID-19 symptoms in the last 14 days.

Please note: This tour has high touch points including handrails and entering confined spaces. Visitors are required to follow current government guidelines and provide own hand sanitiser

### Tour information:

- The tour is 90 minutes and includes steep stairs, bush tracks and underground tunnels.
- A moderate level of fitness and mobility is required on this tour.
- Wear suitable walking shoes, bring a sunhat or wet weather clothing if needed.
- Tours will proceed regardless of weather conditions except in cases of extreme weather.
- Participants will be notified if the tour is cancelled and a full refund of the ticket price will be made.
- Tours are family friendly, children under 18 must be accompanied by an adult.
- You must comply with all directions of the Guides, Rangers and Security.
- For safety reasons, maximum tour numbers cannot be exceeded.
- Dogs, bicycles and smoking are not allowed on the tour and the tour is not suitable for wheelchairs, strollers or prams.
- Toilets and a café are located near the Visitor Centre.
- Tour cancellations & transfers can be made up to seven (7) days prior to the tour date.

### Terms and conditions:

Upon admission, the ticket holder agrees to comply with all applicable laws, by-laws, regulations and venue rules. Failure to comply with venue rules may result in ejection from the event. Venue management reserves the right to refuse admission and/or eject any individual whose behaviour is believed to be questionable. Ejection cancels this ticket and with that, the holder forfeits any claim to a refund of the ticket price or any associated service or delivery fees. The price displayed on the ticket represents the face value of the ticket and does not include all service and delivery fees where applicable.

Lost and/or stolen tickets will not be honored. All sales are final - No refunds, no exchanges. Ticket is for purchase or transfer by electronic means only. Purchase of ticket from a third party is not authorised. Tickets not purchased electronically carry a risk of being fraudulent. Ticketbooth is not responsible for any inconvenience caused by unauthorised duplication. In the event that duplicate copies are presented, the venue reserves the right to refuse entry to all ticket holders.