

## Terms & Conditions Tour entry & Online tickets

- Face masks are required in the tour, subject to Public Health Orders at the time.
- All children under 12 years of age need to be accompanied by an adult who has purchased a tour admission ticket.
- Photo ID may be requested for children 12 years and above at the discretion of staff.
- Food and drink are not permitted inside our tour. Water is allowed.
- Tickets are non-refundable, non-transferrable and not redeemable for cash. Tickets that cannot be redeemed due to a Covid-19 lockdown can be rescheduled and will be valid for 12 months from the date of purchase.
- Our tour is self-guided, and all displays and activities within the tour are detailed outside our premises and on our website. Once tickets are purchased, they are not refundable.
- Incorrect tickets purchased or change of mind to enter will not be refunded. Additional payments may be required if there is price difference for incorrect purchases.
- Please note the changes to our tour activities due to Covid-19.
  - **The Penguin Robot** that offers chocolate for tastings will not be in operation. Due to this being a high touch display, it may be a health risk. We will have a staff member giving out samples instead (samples of MILK, WHITE and DARK Chocolate only).
  - **The Squirrel Machine**, which allows customers to draw in chocolate will be running, however you will not be able to take or consume your personal creations. This is, again, due to the high touch nature of the display and may be a health risk. Samples of this chocolate will be provided by a staff member.
  - **Chocolate Production:** Our production area will only be having one staff member producing chocolate products. This is in line with our CovidSafe plan.
- **Australian Pension cardholders** is the only concession available and their card must be presented on the day.
- **Companion cards** are accepted and require to be presented. The card holder's companion will be issued with a complimentary ticket for the tour. Entry for companion card holder is applicable for adult, child (not applicable to below 4 years) or concession entry only.
- Tickets purchased from other outlets/websites need to contact us and make a booking time prior to visiting.

### Online Tickets

- Tickets booked online are only valid for the booked activity date and time.
- Tickets can be purchased through our website [www.phillipislandchocolatefactory.com.au](http://www.phillipislandchocolatefactory.com.au). You will receive a confirmation email and barcode tickets. If you do not receive this, please contact us 24 hours prior to your visit via email.
- Tickets not redeemed will not be deferred or refunded. Please contact us in advance to reschedule your visit date. If you are unable to redeem your tickets due to a Covid-19 lockdown please contact us to reschedule your visit. Ticket holders in these circumstances will be offered 12 months from the purchase date to redeem tickets.
- All tickets non-refundable, non-transferrable and non-redeemable for cash or credit.
- Tickets cannot be on-sold to another party or third party for re-sale to customers.

- All online tickets are required to present the purchaser's credit card and photo ID upon arrival. This is to prevent fraudulent transactions.

#### **Café**

- Our café will seat a limited number of customers.
- Face mask must be worn if you are not eating or drinking, subject to public health orders at the time of visit.
- Bringing your own food is not permitted.

#### **Retail**

- Our retail will have a limited number of customers.
- Face mask must be worn, subject to public health orders at the time.
- We encourage customers to not touch the products. Only touch products that you are interested in purchasing.
- Please sanitise your hands regularly. There are several hand sanitising stations throughout the premises.