

## TERMS AND CONDITIONS & WAIVER OF LIABILITY

### 1. Scheduled Tour Time

Please ensure you arrive at least 10 minutes prior to start time. For the comfort, safety and enjoyment of all guests, venues and staff, latecomers will not be admitted. No refund or exchange for latecomers.

### 2. Children

Our History Tour is designed to be family-friendly and is suitable for children of all ages, however this tour may contain content and stories that some participants may find confronting, therefore parental guidance is advised. All children must be accompanied by an Adult.

### 3. Bookings

In order to keep tour prices low and ensure guests are serviced in the fairest manner, places cannot be held for tours without full payment. Bookings are not confirmed until full payment is received.

A minimum number of guests are required for all tours.

### 4. Delivery of tickets

Once booked and paid, an email will be sent with your ticket and all the information that you require.

### 5. Clothing

In order to ensure your safety, flat, comfortable, enclosed shoes. No heels or thongs permitted during the tours. This tour is conducted indoors/outdoors so we recommend being prepared for all weather conditions.

### 6. Refund Policy

In order to offer quality tours at affordable prices, all our tours are non-refundable, non-transferable to other dates or persons and non-redeemable for cash. Please carefully review your tour, date and time before purchase. From time to time, management may be able to reschedule or refund your tour pending certain weather conditions or minimum tour group bookings. Under no circumstances can tours be rescheduled with less than 14 days' notice.

### 7. Tours cancelled by Willow Court Asylum Tours | Tasmania's Most Haunted

In the unlikely event that a tour is cancelled including we do not meet our minimum group numbers, guests will be notified immediately and offered the choice of another date or another tour. Full paying customers will also be offered the choice of a refund. We cannot be held responsible for any transportation, accommodation, loss of earnings or any other associated costs the guests have incurred due to cancellation of our tours.

### 8. Guest Conduct

In order to ensure the safety and comfort of all guests, any guest under the influence of alcohol or other substances may be refused admission without a refund. We have a STRICTLY NO ALCOHOL policy. Any guest that does not follow tour guide instructions or behaves inappropriately towards tour guides, other guests and staff during a tour will be asked to leave the tour without a refund.

Dogs, bicycles, and smoking are not allowed on the tour.

## 9. Access and Mobility of Tour

This is a guided tour that includes a walk around some of the historic site. This tour may not be suitable for people with restricted mobility and is not wheelchair accessible.

## 10. Waiver of Liability

Tasmania's Most Haunted and Willow Court Asylum Tours visit historic locations that may include stairs, dark alleyways, and other hazards. We hold Public Liability Insurance and ensure all care is taken for your safety during the tour, however, by purchasing a ticket and attending you agree that you voluntarily assume the risk of injury, accident, death, loss, cost or damage to your person or property and you release the venue, Willow Court Asylum Tours, Tasmania's Most Haunted, Contractors, Investigators/Tour Guides and booking agents from any and all liability resulting from the negligence of the venue and its owners, officers, employees or agents. You agree to indemnify and hold Willow Court Asylum Tours, Tasmania's Most Haunted, Contractors, Investigators/Tour Guides, the venue and its owners, officers, employees and agents harmless from and against any liability resulting from the negligence of the venue, Willow Court Asylum Tours, Tasmania's Most Haunted Investigators/Tours Guides and its owners, officers, employees or agents. This indemnification obligation shall not include the gross negligence or wilful misconduct of Willow Court Asylum Tours, Tasmania's Most Haunted, Contractors, Investigators/Tour Guides, the venue and/or its owners, officers, employees or agents. You certify that you are in good physical health and able to undertake and engage in the range of tour activities in which you choose to participate. Participation is at your own risk. No responsibility is accepted by Willow Court Asylum Tours, Tasmania's Most Haunted for your mental or physical well-being. This waiver, release and indemnification agreement includes, without limitation, all injuries which may occur as a result of (a) use of all amenities and equipment in the venue and your participation in any activity, (b) sudden unforeseen malfunctioning of any equipment and (c) slipping or falling while in the venue or on the venue premises, including adjacent pathways and parking areas. You acknowledge that you have carefully read this waiver, release and indemnification agreement and fully understand that it is a release of liability. For yourself and your heirs, executors and assigns you acknowledge and agree that you have been fully informed of and acknowledge, assume and accept the risks inherent in attending a Willow Court Asylum Tours and Tasmania's Most Haunted Event.

By purchasing a ticket to this event, you acknowledge that you have carefully read and fully understand and agree to adhere to all the terms and conditions and waiver in their entirety associated with this tour and fully understand that it is a release of liability.

## 11. Privacy Policy

Customer details will not be shared with any third parties. When purchasing a ticket, your email address will be added to our database. We personally do not accept credit card payments; therefore, card details are not stored in our database.

## 12. Tour Operator

All Tours are run by Tasmania's Most Haunted (ABN 15 381 208 934).

## **WILLOW COURT ASYLUM TOURS COVID-19 SAFETY PLAN - TOURS AND EVENTS**

Willow Court Asylum Tours is continuing to closely monitor the impacts and spread of the coronavirus (COVID-19).

**We have implemented our COVID-Safety Plan and will include the following:**

- Ensuring the use and availability of hand sanitiser and other personal protective equipment.
- Increased cleaning and sanitizing of high-touch surfaces and equipment with products effective against the coronavirus.
- Managing the number of people in any one indoor space to adhere to social distancing guidelines.
- Ensuring our staff exercise due diligence with best practice personal hygiene and to keep all staff informed on the latest developments.

**How you can help us all to stay safe:**

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Maintain social distancing of at least 1.5 metre (5 feet) distance between yourself and other people on tour.
- Refrain from handshakes or hugs.
- Avoid touching your eyes, nose, and mouth.
- Practice good respiratory hygiene by covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately into a designated enclosed bin. Then sanitise or wash your hands as described on the appropriate signage.

**STAY HOME** if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention by phoning your doctor or the Public Health Line on 1800 671 738.

For the latest advice, information, and resources about coronavirus, go to the Australian Government Department of Health website at [www.health.gov.au](http://www.health.gov.au) and follow the link from the homepage.

For more information about this event, please contact the “Event Organiser”.