

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

This is an 18+ Event.

For guest comfort and safety, persons under the age of 18 years will not be admitted on tour.

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 and weather relevant clothing should also be worn. No heels or thongs permitted during the tours.

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.

9. Loss/Damage of Equipment

If you break or lose any equipment, you may be liable for covering the replacement cost.

10. Waiver of Liability

Tasmania's Most Haunted and Willow Court Asylum Tours visit haunted, 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, Tasmania's Most Haunted, Willow Court Asylum Tours, 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 Tasmania's Most Haunted, Willow Court Asylum Tours, 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, Tasmania's Most Haunted, Willow Court Asylum Tours Investigators/Tours Guides and its owners, officers, employees, or agents. This indemnification obligation shall not include the gross negligence or wilful misconduct of Tasmania's Most Haunted, Willow Court Asylum Tours, 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 Tasmania's Most Haunted and Willow Court Asylum Tours 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 you 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 do not personally 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).

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

13. COVID-19 Safety Plan

Willow Court Asylum Tours | Tasmania's Most Haunted

COVID-19 SAFETY PLAN - TOURS AND EVENTS

Tasmania's Most Haunted and 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, gloves, 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 and follow the link from the homepage.

FREQUENTLY ASKED QUESTIONS?

Can I use my own hand sanitiser?

No, you must use our designated sanitiser on entry/exit into our buildings, otherwise you will not be allowed to enter.

Will you be supplying face masks?

No, but you can bring and wear your own. Your face mask must not be shared. Do not leave or dispose your face mask in any bins onsite. You must take your used face mask away with you.

How will you be handling tour equipment?

Disposable gloves will be supplied and may be required to be worn when using tour equipment. Do not share your allocated piece of equipment and you must take your used gloves away with you. Do not leave them behind.

Can I bring my own equipment?

Yes. You must be the only person to handle your own equipment. Do not share equipment. The only equipment not allowed on tour is video cameras and digital voice recorders.

What happens if I feel unwell prior to arriving?

Please contact us and **STAY HOME**. You will not be allowed entry onto our tour if you arrive feeling unwell or are showing any signs of cold or flu like symptoms.