

Bendigo Heritage Attractions Group Booking Conditions

General:

- Group rates apply to groups of 10 or more people and are required to be booked at least 7 days in advance.
- If final numbers fall below the minimum required, all packages and tickets will revert to general admission ticket prices.
- School Groups and Tour Operators will receive free adult entry for group coordinators at a 1:10 ratio.
- Should any member of the group require special assistance, contact must be made with the Group Bookings Officer at the time of booking to make appropriate arrangements.
- Group discount rates are not available on Sundays, or on Public Holidays.
- In addition to these Group Booking Conditions, all group bookings are subject to the booking Terms and Conditions that are available [here](#).
- Rates are quoted in Australian dollars and are fully inclusive of GST.

Charges, Confirmations and Final Numbers:

- Final numbers must be confirmed no later than seven days prior to arrival. This will form the minimum you are charged for, and you will be invoiced accordingly. There will be no refunds for unused tickets inside 7 days of arrival.
- Full payment is required no later than 7 days prior to arrival.
- Prices are subject to increase annually and any change will be communicated no later than three months prior to your booking.

Booking Changes and Cancellations:

- We will endeavour to accommodate changes and additional requests. You acknowledge that changes and requests may not be possible to fulfil.
- Any cancellation (including a reduction in numbers) must be received in writing at least 7 days prior to arrival.
- Cancellation requests should be sent to tours@bendigoheritage.com.au.
- If a group reduces or cancels a booking for any reason whatsoever within the 7 day period prior to arrival, it will forfeit the full amount paid for that booking.

Payment:

- Group bookings must be paid with one payment per group; individual payments will not be accepted.
- Full payment can be made by either direct deposit or credit card.
- Please note, if payment is not received by the date agreed upon, your group booking may be cancelled.

- Bank details for payments via direct deposit are as follows:

Account Name: Bendigo Heritage Attractions

BSB: 633 000

Account: 101 436 418

Reference: Invoice Number

Catering:

- Where onsite catering applies, dietary requirements are to be submitted no later than 7 days prior to arrival.
- Changes to dietary requirements made on or after arrival will be catered for where possible but we cannot guarantee this.
- Self-catering is permitted onsite at Central Deborah Gold Mine with no charge.