

Western Treatment Plant Tour

Terms and Conditions

General

1. All bookings must be received through the booking system online. Confirmation and further tour details will be sent upon booking confirmation
2. All bookings must be made at least 4 weeks in advance
3. All participants must arrive and leave together in the same vehicle for safety reasons.
4. All participants over the age of 18 (including parents and teachers) must complete the online participant form and read the Venue and Safety Information sheet prior to attending.

Prices and cancellation policy

5. Prices are per group with a minimum of 15 people. Maximum as outlined in the tour information.
6. All cancellations by the customer must be provided to Melbourne Water in writing.
7. Any cancellation by the customer within 5 business days will incur a \$200 cancellation fee which will be sent to you via invoice. If your booking also includes bus hire and catering, an additional 25% of the booking fee + plus a \$350 cancellation fee will be applied.
8. Customers will be invoiced for the full booking fee with less than 24 hours' notice.
9. An invoice will be sent after your visit and must be paid within 14 days of receiving the invoice.
10. Melbourne Water reserves the right to cancel the tour at any time when a situation is deemed unsafe. Tours will be cancelled on days declared; a Total Fire Ban, or 'Extreme' or 'Catastrophic' fire danger rating, or when

air quality is very poor or extremely poor. Melbourne Water will work with the customer to re-book if possible.

Images and videography

11. No photography or videography is allowed at any time during the tour or experience, unless prior written approval is granted.
12. Any content to be shared on social media or in a public forum must be reviewed and approved by Melbourne Water's Communication Team before it is used or published.

Safety requirements

13. All visitors to the Western Treatment Plant must meet minimum dress standards that includes:
 - a. Required: long sleeves, long pants/trousers and sturdy enclosed shoes
 - b. Not allowed: shorts, skirts, open-toed shoes, high heels or sandals
14. The Western Treatment Plant is a sewage treatment plant. Sewage contains many micro-organisms, including bacteria, viruses and parasites.
 - a. It is therefore necessary that all visitors:
 - i. Avoid contact with sewage and sewage related products, while on-site.
 - ii. Wash your hands before leaving the plant or eating.
 - iii. Do not eat or drink during the tour.
 - iv. Wash any contaminated clothing separate to your normal washing.
 - v. Ensure that any open wounds are covered.
 - vi. Report any minor cuts or abrasions that occur while onsite to Melbourne Water.

Bus hire

15. For half day tours or any other tour when the customer must supply the bus for the tour, they need to ensure that the bus company has an appropriate public liability insurance policy (\$10 million minimum).