

Western Treatment Plant Tour

Payment Terms and Conditions

Any reference to 'you or your' is to the person booking the Western Treatment Plant Tour (**Tour**).

The Western Treatment Plant (**WTP**) is owned and operated by Melbourne Water Corporation ABN 81 945 386 953.

By booking a Tour, you agree to these Payment Terms and Conditions.

General

1. All bookings for the Tour must be received through the Melbourne Water online booking system. Confirmation and further Tour details will be sent to you upon confirmation of booking the Tour.
2. All Tour bookings must be made at least four (4) weeks in advance of the proposed Tour date.

Pricing and payment

3. The booking fee for the Tour is set out on Melbourne Water's website in relation to the Tour (**Booking Fee**) and are per group with a minimum of 15 people required to attend, unless prior written approval is provided by Melbourne Water. The maximum number of Tour attendees is outlined on Melbourne Water's website in relation to the Tour.
4. An invoice for the Booking Fee will be sent to you after the Tour and must be paid to Melbourne Water in accordance with the terms of the invoice.

Cancellations and failure to attend

5. If you are no longer able to attend any Tour, you must contact Melbourne Water in writing at least five business days prior to the Tour date, and you may request to reschedule the Tour to another date. Rescheduling the Tour date will be at the discretion of Melbourne Water.

6. Any cancellation by you within 5 business days of the Tour date will incur a \$200.00 cancellation fee. If your Tour also includes a bus hire and catering organised by Melbourne Water, you must also pay Melbourne Water for all third-party cancellation costs incurred, including:
 - a. a fee equal to 25% of the Booking Fee; and
 - b. a bus cancellation fee of \$350.00.
7. If you cancel the Tour with less than 24 hours' notice before the Tour date, you will be liable to pay for the full Booking Fee.
8. If you have booked a Tour and do not attend or fail to notify Melbourne Water of your non-attendance in accordance with Clause 6 of these Payment Terms and Conditions, you will be liable to pay for the full Booking Fee.
9. Melbourne Water reserves the right to cancel or postpone or otherwise vary any Tour, at its discretion, at any time, without notice to you. Melbourne Water will work with you to re-book the Tour, where possible and at its discretion.