

PRIVATE DINING EXPERIENCE

Terms and Conditions:

1: Arrival for the Experience

Guests are required to arrive at the venue (SEA LIFE Melbourne) promptly at the advertised start time on the confirmation letter. Finish times cannot be amended to accommodate for late arrival. Missed bookings will not be re-scheduled or refunded.

2: Cancellation

In the regrettable circumstances that a customer cancels a booking, the venue shall be entitled to the following payment:

- (i) Cancellation with a full refund will be permitted up to 7 working days prior to your experience date.
- (ii) If cancellation for a booking occurs less than 7 working days prior to the experience date the full payment will be retained.

The location of your dining experience will remain pending until the week of the event and will be dependent upon availability. The exact dining location will only be confirmed within 7 days of the experience.

In the event of unforeseen circumstances Merlin Entertainments reserve the right to change the agreed Venue to another function area or Venue. Merlin Entertainments may cancel a Confirmed Booking at any time if there is a force majeure event, or any other event, which in the reasonable opinion of Merlin Entertainments, causes Merlin Entertainments to be unsafe or inappropriate to hold the booking. In the event of cancellation of a Confirmed Booking by Merlin Entertainments, Merlin Entertainments will refund the Deposit to the Hirer if, in Merlin Entertainments reasonable opinion, the Hirer is not in any way responsible for the cancellation.

3: Responsible Service of Alcohol

All staff are trained in the Liquor Licensing accredited Responsible Service of Alcohol and by law we reserve the right to refuse entry any persons in accordance with liquor licensing requirements or to serve alcohol to any person whom they believe to be intoxicated or under age.

Any intoxicated persons will be removed from the venue. In accordance with liquor licensing laws in New South Wales, minors are only permitted on the premises in the company of their legal or parental guardian and may be asked to leave the venue at the discretion of management. At no time is a minor permitted to consume alcohol on these premises.



4: Decorations / Theming

Any decorations or theming must receive prior written approval from the Merlin Events team. Should you choose to arrange any additional theming for the space, the use of, but not limited to, open flames, confetti, glitter scatters, shells, and balloons is prohibited.

5: Dietary Requirements

We do request that all special requirements are made known to the Merlin Events team at the time of booking. Whilst all care will be taken to provide special meals to meet all dietary requirements, the venue is unable to guarantee that any meal will be 100% free of all traces of nuts, dairy, gluten or other products that may produce allergic reactions in certain people. For extreme allergies, special arrangements must be discussed with the Merlin Events team.

6. Children

This is an 18+ experience only. Children will not be permitted into the venue for this experience.

7. Unruly Behaviour

Unacceptable behaviour will not be tolerated. The Hirer shall be responsible for the good conduct of all guests. SEA LIFE Melbourne security employees and staff have the authority to remove any guests from the premises if they are behaving in an unruly, dangerous or otherwise unacceptable manner; and your experience and all money paid will be forfeited. Additionally, SEA LIFE Melbourne will refuse admittance to any person who is under the influence of drugs.

8. Animals

The safety and welfare of our animals and guests is of the up most importance and therefore all of our animals must be treated with respect at all times. Any behaviour or activity that endangers or threatens the animals' welfare or compromises the habitats will not be tolerated and will result in the immediate removal of the guest by security or staff. Please note: we cannot predict the behaviour of our animals, and guarantee that animals will approach the dining location. Your experience cannot be rescheduled, or refunded due to the behaviour of our animals, unless in the reasonable opinion of Merlin Entertainments that it has causes Merlin Entertainments to be unsafe or inappropriate to hold the booking.

9. Breach of Agreement

Merlin Entertainments reserve the right at their sole discretion to refuse to approve any booking or to cancel the agreement for Hire at any time for any breach of the above Terms and Conditions. Failure by the Hirer to abide by these Terms and Conditions will be regarded as a breach of the agreement for Hire giving Merlin Entertainments the right to retain full payment.

These terms and conditions have been put together to ensure that your Event is a success. If you would like any further information please do not hesitate to contact the team. We hope you enjoy your dinner!

