



# General Terms and Conditions

- Aqua Island tickets are strictly **non-refundable** and not redeemable for cash.
- Tickets cannot be on-sold to another party.
- Gift vouchers are not redeemable for cash and are non-refundable.
- You can amend your session times or days up to 24 hours prior to the booked session by emailing [info@aquaisland.com.au](mailto:info@aquaisland.com.au)
- Bookings cannot amend within 24 hours of the booked session.
- Failure to arrive or arriving late will forfeit the booking.
- The Aqua Park will only close in extreme weather conditions such as extreme heat, lightning storms or winds greater than 40 knots. In the event of a closure - The Aqua Park will advise booked customers by email and on its website.
- If the Aqua Park is closed for these reasons a date change or gift voucher will be provided to all guests.
- By purchasing this/these tickets you the patron; accept the owners and operators of the premises are not liable for and irrevocably release them from any liability from; death, personal injury, property loss or damage arising from any cause whatsoever (including the negligence of staff to the fullest extent permitted by law) whilst you are on the premises
- By purchasing tickets, you agree to these terms and conditions for yourself and any one in your party. All participants must sign a release [waiver](#) before participating in any activity at Aqua Island.
- Children under the age of 16 years must have the release waiver signed by a parent or guardian.
- Aqua Island will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities.
- Aqua Island reserves the right to refuse admittance to the Activities or to remove a Participant from any activity should it be deemed necessary to do so. This includes but is not limited to, a Participant who does not comply with the safety rules, safety advice and the safety system or who is suspected to be under the influence of alcohol or drugs.
- All Participants are required to always act responsibly and courteously and to respect other Participants. Aqua Island shall be entitled to prevent any person from undertaking or completing Activities in an event whereby the behaviour is deemed to be unsuitable.
- Aqua Island reserves the right to refuse admittance or remove the Participant from the Activities should we deem it necessary to do so.
- The Activities at Aqua Island are physically demanding and require a degree of agility, strength and stamina. If Participants are in any doubt as to whether they should attempt the Activities, they are advised to view the Activities before booking. If Participants have medical concerns, they are required to consult their doctor in advance. Due to the physical nature of the Activities, Aqua Island Pty Ltd recommends that pregnant women do not take part.
- Aqua Island shall not be responsible for the loss or damage of or to any property or to any person arising from the booking of or participation in the Activities. Parking facilities are available on site, and vehicles are left at the owner's risk.