

SHRINE TOURS TERMS AND CONDITIONS

Nothing in these Terms and Conditions is intended to limit, exclude or modify or purport to limit, exclude or modify the accessibility of the Shrine of Remembrance to all visitors. Entry to the Shrine of Remembrance, including the Sanctuary, Crypt and Galleries of Remembrance, remains free of charge. Any bookings and payment for bookings made via Rezdy are limited to the Shrine Tours product only. No component of the payment for the Shrine Tours is for entry to the Crypt.

Application of Terms

Before proceeding with your booking, please read these Terms and Conditions carefully. By selecting "I accept" during the process of booking your tour you will have accepted the following conditions of sale. You must not make a booking unless you agree with these terms and Conditions.

Variation of Terms

The Shrine of Remembrance may vary these Terms and Conditions at any time by updating them. If the Shrine of Remembrance varies a Term or Condition in a way that adversely affects the purchaser's rights or obligations under this agreement, the purchaser may cancel its booking and receive a full refund of its purchase.

General Terms and Conditions

1. Our tours can be physically demanding and require the ability to climb multiple flights of stairs.
2. Children under 18 years must be accompanied by an adult. These tours are not recommended for children under 6 years.

Limitation of Liability

3. There are inherent risks in participating in Shrine Tours. As a tour participant of Shrine Tours, you are accepting those risks that a reasonable and prudent person would be aware of while participating in a tour of this kind. You agree to exercise good judgement and act responsibly at all times while participating in the Shrine Tour.
4. To the extent permitted by law, you acknowledge and agree that the Shrine of Remembrance (including any trustee, employee or volunteer of the Shrine of Remembrance) is not liable to you for any loss, damage or harm arising out of your participation in the Shrine Tours.

Pricing and Payments

5. Bookings for Shrine Tours are not confirmed without payment.
6. All prices stated are in Australian dollars and include GST.
7. Prices are subject to change without notice. If a purchaser has paid the price of its booking and the Shrine of Remembrance subsequently changes the price pursuant to this clause, the purchaser is not obliged to pay for any price increase associated with that booking.

Authenticity and Validity of Tickets

8. Participation on a tour may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from the Shrine of Remembrance.
9. Bookings may be transferred. It is the responsibility of the purchaser to ensure the recipient presents a valid booking confirmation in order to collect the ticket. Refunds will not be issued for transferred bookings in the event of ticket loss or non-attendance.

Collection of Tickets

10. Booking confirmation emails must be presented at the Visitor Centre reception desk to receive the tour ticket. Booking confirmations are accepted in printed and/or electronic formats.
11. Where concessions are applicable, suitable and valid identification must be provided for collection of tickets.

Cancellation Policy

12. If you need to cancel your booking please do so as early as possible. Cancellations or amendments must be made via email to: tours@shrine.org.au or by telephoning from within Australia: (03) 9661 8100, International: +61 3 9661 8100.

13. A booking is considered to be cancelled when the Shrine of Remembrance has sent an email to the purchaser confirming the cancellation or 1 business day after receipt of an email or phone call from the purchaser requesting the cancellation (whichever is earlier).
 - a. Cancellations made prior to one week from the tour will receive a full refund.
 - b. Cancellations made 7-2 days prior to the tour will be charged 50% of the tour price.
 - c. Cancellations made within 48 of the tour will not be refunded.
 - d. If the Shrine is forced to cancel a booked tour a full refund will be given.

Weather Policy

14. Shrine Tours operate in all weather. Tour route may be modified in the event of inclement weather.

Privacy Policy

15. By booking a tour through Shrine of Remembrance you consent to the collection, use, disclosure and handling of your personal information for the purpose of processing your booking and providing you with Shrine Tours services as detailed in the Shrine of Remembrance [Privacy Policy](https://www.shrine.org.au/Privacy-Policy) available at [shrine.org.au/Privacy-Policy](https://www.shrine.org.au/Privacy-Policy).