



## IMPORTANT TERMS, CONDITIONS & INFORMATION FOR GUESTS WHEN BOOKING IN FOR ARCHERY ACTIVITY

### **Refunds and Transfers**

Your booking is **non-refundable** and **non-transferable**. Your purchase is for a specific time & date. If you are late for your scheduled Activity, we **cannot** hold the Activity for you. *If a reschedule fee is necessary, you have the option to either pay a \$10.00 per person reschedule fee (see 'Reschedule Fee' for more information), or potentially forfeit the booking altogether.* Changes of date or time of your booked Activity can only be made if there is availability. Refunds will be offered as per "weather" section or under extenuating circumstances. There are **no** refunds for change of mind for inability to complete the Activity.

### **Checking In & Late Arrivals**

**It is recommended for you to arrive no later than 15 minutes prior to your Activity time to check in.** If you are late for your scheduled Activity time, we **cannot** hold the Activity for you. Failure to arrive during this "check in" time will most likely result in missing your Activity and result in forfeiting your booking & it **cannot** be refunded or transferred. *You will have the option to pay the \$10.00 Reschedule Fee per person (See 'Reschedule Fee' for more information) if you would not like to forfeit your booking.*

Tip: Please research where we are and your travel time - allow enough time to reach us.

### **Reschedule Fee**

A reschedule fee of \$10.00 per person may be applied in the event of-

- you are running late for your Activity time on the day of your experience.
- you have a Change of Mind due to personal circumstances.
- you get stuck in traffic and experience considerable delays as a result.
- the weather conditions are not suited to your personal preference.

By paying this \$10.00 Reschedule Fee per person, you are allowed to make amendments to your Activity date & time for anything up to 6 months from date of the original booking. Your new Activity date and time is subject to availability.

All reschedules and reschedule enquiries are to be made by contacting Illawarra Fly directly by phone on **0400 834 945** or via email at **info@illawarrafly.com**. All Reschedule Fees and reschedule enquiries are handled directly by Illawarra Fly Treetop Adventures and not by any of our 3<sup>rd</sup> Party Ticket Resellers.

Illawarra Fly will accept reschedule requests that occur AT LEAST 72 hours (3 days) days prior to a booking, however anything within 3 days of an Activity date and time will incur a reschedule fee.

## **Is This Activity For You?**

1. The Activity has been designed for persons of good health, that are comfortable of the thought of manually firing a projectile (arrow) with a bow, have a reasonable degree of skill and physical ability and a capacity to understand and adhere to basic safety instructions (including understanding English or have a translator on the Activity with them).
2. The Activity has not been designed for persons.
  - a. Who are pregnant.
  - b. Who have spinal (including neck) or any other physical conditions that can be exacerbated by holding a bow and drawing an arrow under tension, twisting or bending, walking. An individual should seek medical advice from their doctor should there be any doubt as to their ability to safely accommodate any stressors associated with the Activity.
3. You will be required to sign a declaration and waiver and you will need to satisfy our terms of trade.
4. Prior to your booking, it is important for you to consider any health or medical matters that may impact your ability to complete our Activity.
5. Illawarra Fly reserves the right to decline your participation and any/or supervised or unsupervised children in the Activity, if we believe you could put yourself or others into a compromised position as a result of any illnesses or ailments.
6. Activity participants agree to comply with all requirements of safety, signage and any other directions as designated by the supplier. Any non-compliance of such safety, signage and directions, including reckless or careless conduct by Activity participants, may lead to cancellation of participants inclusion in the Activity.
7. If you are at all unsure about your ability or have restricted mobility, medical conditions or any disabilities which you are concerned about to successfully complete the Activity, please contact us to discuss your requirements prior to your booking and we'd be happy to discuss.

## **Operational Limits**

- i. The minimum age requirement is 8. Participants under 16 must have a guardian to sign their waiver and be on site. All participants under 14 must have a parent/guardian aged 18 years or older participating in the activity with them.
- ii. All participants must be a minimum 110cm to utilise the bow adequately.
- iii. Participants must be wearing enclosed shoes i.e., no footwear with heels, thongs, and no exposed toes or heels.
- iv. Pregnant guests cannot take part in the activity.
- v. All piercings must be removed where possible, or otherwise covered. In the event a participant cannot remove their piercings then the instructor will advise them of the precautions they need to take.
- vi. All loose clothing/items must be removed i.e., scarves, necklaces, bracelets, etc.
- vii. Participant with long hair must have it tied back, not tucked away in a jacket, jumper, or otherwise.
- viii. Participants must not be carrying any prohibited equipment i.e., flammable substances, sharp objects).
- ix. Participants must have removed all items from their pockets i.e., mobile phones, keys, wallets, etc.
- x. Participants must have a reasonable degree of skill and physical ability.

- xi. Participants must not have any pre-existing medical conditions that may hinder their capability to complete this activity.
- xii. Participants must have read, understood, and agreed to the General Waiver, Indemnity and Limitation of Liability Form to participate in Archery Activity.
- xiii. Maximum of 10 participants per session.
- xiv. Spectators (guests) are permitted to observe, only from the available seating location provided (Figure 12).

For any willing Archery Activity participant, the General Waiver includes the conditions mentioned above, in addition to a separate section regarding 'Reasonable Degree of Physical Ability' (Injuries/Disabilities) section. This requested information/conditions include:

- i. I have had a shoulder/leg/hip/spine injury in the past 12 months.
- ii. I have had major surgery in the past 12 months.
- iii. I have specific structural issues with shoulders, wrists, knees, ankles, or back region.
- iv. I have diabetes.
- v. I am an asthmatic (Do you have medication with you?).
- vi. I suffer from allergies and are required to carry an EpiPen.
- vii. I have a hearing or visual impairment.
- viii. I have been experiencing any of the following symptoms: Fever, Cough, Sore Throat, Shortness of Breath, Fatigue, Aches and Pains, Headaches, Runny or stuffy nose, Diarrhea.
- ix. I have tested positive or been in contact with someone who has tested positive with Covid-19 in the last 14 days.

Participants with an injury or disability that does not significantly limit their capacity to take part in the Archery Activity may have available assistance/adjustments to how they perform the activity.

Any guests (parents/guardians) who wish to view the Activity must purchase a Treetop Walk ticket. Any parent/guardians who are required to supervise their children are required to purchase a Treetop Walk ticket.

### **What to Wear**

You are required to wear weather appropriate clothing and fully enclosed, comfortable sporting or walking shoes that cover the entirety of your foot. Any shoe that has an "open toe" - as well as crocs, sandals, thongs, heels - are **not** permitted. Loose fitting clothing/items are not suitable for the activity, including scarves, hooded jumpers, and jewellery such as facial and ear piercings, bracelets, necklaces, etc. During rainy days, it is recommended to come prepared for the Activity wearing wet weather jackets and pants, and on cold days you must come prepared for the Activity wearing suitable warm clothing. Consider that even over the summer months it may be cool up in the tree canopy.

### **Weather**

Illawarra Fly Archery Activity operates in most weather conditions deemed suitable by Illawarra Fly personnel. Activity may operate in the following: rain, hail, wind, sunshine, overcast, cold/hot conditions.

Activity will only be cancelled in weather conditions that pose a potential risk such as nearby lightning storms, high winds that may impact Activity participation, heavy rain and government declared catastrophic

bushfire weather warning days. If this occurs whereby Activity have been cancelled due to weather that presents risk to participants, either a refund or reschedule of up to 6 months will be offered.

**Archery Activity will be postponed or cancelled at our discretion only.**

We will offer an alternative date/time or refund in consultation with you if the scheduled Activity has been affected by these circumstances. The reschedule will be offered for anything up to 6 months from the original date of your experience.

If the weather conditions are not suited to your personal preference, you have the option to pay the \$10.00 Reschedule Fee per person to pick another day for your experience (see 'Reschedule Fee' for more information).

**Activity Times & Bookings**

We operate with specific Activity times throughout the day, which differ in start times depending on the season. Bookings are essential, to avoid disappointment we strongly recommend you plan in advance and book with us online at [www.illawarrafly.com.au](http://www.illawarrafly.com.au) (and get a discount if booking 24hrs ahead). The discounted online prices do not apply when purchasing on the day of booking and full price will be applied for all walk-up bookings. Our availability calendar and Activity times scheduled for each day are listed on our website.

**Activity Duration**

You should allow up to approximately 45 minutes in your day to participate in the Activity. This includes from the time your Activity is scheduled to start up until the conclusion of the Activity.

The approximate 45-minute Activity breaks down into a 5-minute initial group collection and walk to the Range, an approximately 5-minute safety briefing & demonstration with the Instructor, up to 30mins participating in the Activity, and finally about 4 minutes debrief and pack up process.

If you wish to also do the Treetop Walk and/or Zipline Tours, you will need to purchase additional tickets (at additional costs) online or upon arrival. If you desire to participate in the Treetop Walk and/or Zipline Tour, you will need to consider the strict start time of those options and allow sufficient time to transition from the Archery Activity to the Treetop Walk and/or Zipline Tour, or vice versa. For guests who wish to participate in Zipline and Treetop walk before the Archery Activity, you must allow a minimum 1.5 hours from the scheduled start time of the Zipline Tour to participate in the Archery Activity (e.g., 10:00AM Zipline; 11:30AM Archery Activity).

Please note last entry to the Treetop Walk is 3:30pm on weekends and 3pm on weekdays. If you are participating in an Archery Activity any time after 2:45pm, you will **not** have time to do the Treetop walk after your Activity. Therefore, plan to arrive with enough time before your scheduled afternoon Activity to complete the 1hr self-guided Treetop Walk.

Any guests (parents/guardians) who wish to view the Activity must purchase a Treetop Walk ticket. Any parent/guardians who are required to supervise their children are required to purchase a Treetop Walk ticket.

## **Cameras & Other Items**

The Visitor Centre has complimentary secure lockers for anything you wish to leave safe and sound on the ground. The Activity will also have a small storage location at the Range for loose items. All loose clothing/items (scarves, jewellery, watches, glasses, sunglasses, mobile phones, wallets, keys, cameras, GoPros, asthma inhalers or other medical requirements) are required to be left in our complimentary lockers (or designated spot at the Range). If you have medical needs that require you to bring something, please let us know.

Cameras are allowed (at the discretion of Instructor), however are not permitted to be used by the participants. Personal GoPros are permitted under the circumstances participants do not wear nor operate the GoPro.

You are not permitted to bring and wear your own Personal Protective Equipment, i.e., bow, wrist guard, arrow. If you would prefer to wear Archery gloves due to weather or any other reason, it is at the discretion of the Instructor.

Please call us on 0400 834 945 or email [info@illawarrafly.com](mailto:info@illawarrafly.com) if we can be of further assistance.