

Urban Quest Pty Ltd Policy

Booking and Cancellation Policy

Our events require a meticulous planning process involving many interdependent factors and functions. We need to arrange suitable staff, make all necessary reservations to suit your group numbers, organise prizes and plan the day's structure. Due to this:

- Bookings made more than 15 business days in advance of the event's date require \$300 deposit. The balance is to be paid no later than 10 business days before the event's date.
- Bookings made in less than 15 business days before the event's date require a full payment upfront.
- A booking is only confirmed with the date and time secured after a payment is received.
- In case of a cancellation initiated by a customer at any time, the deposit amount is non-refundable.
- If the weather is not permitting for outdoor activities on the day of the event, we will work with you to find another suitable date and time for your event.
- In the event of cancellation by Urban Quest, any payments are refunded in full.
- If the cancellation is initiated by a customer and is less than 48 hours before the event's start time, the balance payment is non-refundable.
- If the cancellation is initiated by a customer and is less than 15 business days before the event's date, a 30% penalty fee is incurred.
- If the cancellation is initiated by a customer and is more than 15 business days before the event's date the balance payment is refunded in full.
- If the number of participants on the day is less than has been paid, for the difference is non-refundable.

Privacy Policy

Introduction

Urban Quest Pty Ltd regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all Urban Quest Pty Ltd users, and conforms to Internet privacy standards. If you have questions or concerns regarding this statement, you should first contact Urban Quest at 03-9999-1620.

Collection of Information

In order to use the Urban Quest Pty Ltd website, we may require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.



Urban Quest Pty Ltd, ABN 27604274099, Ph.: 1300 656 378
www.urbanquest.com.au

Any information collected by Urban Quest Pty Ltd is collected via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

Use of Collection Information

Any details collected from Urban Quest Pty Ltd customers is required in order to provide you with our products and/or services, and a high level of customer service.

Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never permanently store complete Credit Card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have any questions about security on our Website, you can email us at info@urbanquest.com.au.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at info@urbanquest.com.au.

Orders

If you purchase a product or service from us, we may request certain personally identifiable information from you. You may be required to provide contact information (such as name and email) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Communications

Urban Quest Pty Ltd uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at info@urbanquest.com.au.



You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Third Parties

Urban Quest Pty Ltd may at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose.

Urban Quest Pty Ltd does not share any information with third parties for any unknown or unrelated uses.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Website.

Links

Links on the Urban Quest Pty Ltd site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.urbanquest.com.au.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

Security Policy

Security Policy uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.



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- Your complete credit card number cannot be viewed by or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by .

For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

