

## **Booking and Cancellation Policy**

Every event requires a meticulous planning process with many interdependent factors and functions involved and consist of but not limited to making all the necessary reservations, arranging available staff, planning the day's structure etc. Due to this:

- Urban Quest's preferred method of payment is direct debit. We can also accept credit cards and bank transfers upon a prior agreement.
- At a time of booking we will send you the invoice with the prompts to approve the direct debit mandate set up. Your booking is only confirmed when the direct debit mandate is set up.
- If there is a prior agreement to pay via credit card or bank transfer, your booking is only confirmed when your credit card is charged or when funds are cleared in Urban Quest's bank account.
- The balance payment accounting for the actual number of participants present on the day will be charged to your account on the day of the event, and can only be applied to direct debit payments. Not applied to kids and school events.
- If the number of participants on the day is less than has been paid for, the difference is non-refundable, and is applied to credit card and bank transfer payments, unless there is a prior agreement.
- The event can only be started when all expected participants are present for a pre-start brief and is considered to be delayed by customer's fault if at least 2 or more participants are running late.
- If the event's start time is delayed for more than 30 minutes a fee of \$110 (incl.GST) will be charged to the account.
- Bookings made in more than 10 business days in advance of the event's date require \$330 (incl.GST) deposit.
- Bookings made in less than 10 business days before the event's date require full payment upfront.
- Bookings made in less than 5 business days in advance of the event's date are considered short notice and attract a surcharge of \$110 (incl.GST)
- Changing your booking's date earlier than 48 hours before the event's start time attract a fee of \$110 (incl.GST) for every date change requested.
- If the date change is requested later than 48 hours before the event's start time it is considered a cancellation initiated by a customer.
- Changing your booking's start time for no more than 2 hours and later than 48 hours before the event's start time attract a fee of \$110 (incl.GST) for every change requested.
- Changing your booking's start time for more than 2 hours and later than 48 hours before the event's start time is considered a cancellation initiated by a customer.
- Cancellation is considered to be initiated by a customer if takes place less than 48 hours before the event's start time, and incurs 50% cancellation

fees from the agreed total amount, and is charged to your account on the day of cancellation.

- In the event of cancellation initiated by a customer after the booking has been made and earlier than 48 hours before the event's start 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 with no surcharges applied.
- In the event of cancellation initiated by Urban Quest, all payments are refunded in full.
- Money Back Guarantee: we will refund an individual's entry fee if any of the participants express their dissatisfaction with Urban Quest experience after its completion on the day of the event and make present Urban Quest hosts/organisers aware of that.

## **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.

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



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

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](mailto: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](mailto: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](mailto: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



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[www.urbanquest.com.au](http://www.urbanquest.com.au)

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](http://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

Urban Quest Pty Ltd uses third party specialized external providers for taking and processing all payments, which policies you can refer to:

[Braintree](#), [eWay](#) – for all credit card payments

[Gocardless](#) – for all direct debit payments