

TERMS & CONDITIONS – SANTA PHOTOGRAPHY AT ORANGE CITY CENTRE

The Santa Photography at Orange City Centre is run by Orange City Centre.

Bookings for individuals or groups of up to 5 people may only be made on the Centre's website located at www.orangecitycentre.com.au/santa-photos/book. Booking requests will not be accepted at the Santa Set but may be made with Centre Management if assistance is required.

Each booking for Santa Photos entitles an individual or group entry to the Santa set for a maximum of 4 minutes during which the individual/group can have up to 15 photographs with Santa taken by Santa Photo staff employed by Orange City Centre.

To ensure the safety of our guests and team members, this year the set has been designed to ensure there is a safe distance between the individual/group and Santa.

Santa Set Location – near the Food Hall, outside Tarocash. Orange City Centre, 190 Anson Street, Orange, NSW 2800

Price – total cost for the session is \$40 and includes all photos (with a max. of 15) on USB to take with you on the day.

Contact - For any queries in relation to your booking please contact us by calling (02) 6361 3879

Cancellation and Reschedule & Refund Policy

- Please notify us by using the contact details above if you can no longer make your booking. We can assist you with cancelling your booking so that your allocated session can be made available to another individual/group. Please note, refunds can only be issued for cancellations made 24 hours in advance alternatively you can reschedule (see below for rescheduling).
- You may request to reschedule your booking by calling us using the phone number provided above. If you request to reschedule your booking 24 hours or more before your session time, you can reschedule to another date or time (if available) at no cost.
- If you request to reschedule your booking less than 24 hours before your session time, your request will be refused unless exceptional circumstances apply. If exceptional circumstances apply, we may agree to your request if other suitable sessions are available and we will not unreasonably refuse your request where the exceptional circumstances will limit or prevent us from running your scheduled session as originally planned.
- We will not be issuing any Booking Fee refunds for missed sessions or late cancellations unless exceptional circumstances apply. If you believe there are exceptional circumstances, please call us on the phone number above. In such circumstances, we may choose whether to grant you a Booking Fee refund. We will not unreasonably refuse to grant a refund where the exceptional circumstances limited or prevented us from running the Event as originally planned.
- We do not take responsibility for individuals/groups/upset children not looking at the camera. If you are unhappy with your photos we may offer a re-shoot, at no charge, during our weekday sessions. We will not refuse a reasonable re-shoot request however it is at

managements discretion. If you are unable to attend a weekday session unfortunately the re-shoot (at no cost) cannot be offered, weekend sessions will be at full fee.

- We reserve the right to reschedule session times if necessary due to circumstances beyond our reasonable control. If we need to reschedule a session time, we will if practical notify you of the new session time 24 hours or more before your original session time. If you cannot attend the new session time, a full Booking Fee refund will be provided. We are not responsible for any other costs you might incur relating to the rescheduling of session times.
- The Event will not proceed if Orange City Centre decides in its absolute discretion, whether for health, safety, security, occupancy or operational reasons or other reasonable reasons, including but not limited to restrictions on occupancy and/or movement imposed by a government authority, to cancel the Event. A full Booking Fee refund will be provided if Orange City Centre determines that the Event cannot go ahead. We are not responsible for any other costs you might incur relating to Event cancellation.

Event Rules Your conduct at the Event

- You must arrive at the Event Area at least ten minutes prior to your allocated session time. Please ensure that necessary time is allowed to accommodate possible traffic and/or parking delays.
- We urge you to arrive on time as we will be running a tight schedule and adhering to a strict no late arrivals policy. If you arrive late for your session and the individual/group booked immediately after your session is early, we will use our best endeavours to rearrange your session with that next booking. We make no guarantees that we can accommodate late arrivals.
- Upon arrival at the Santa Set, you must declare the last name as it applies to your booking, to Santa Set staff.
- If you are attending in a group, all members of your group must be present before you will be granted access to the Santa set. Each booking is for a 4-minute time slot within the Santa set.
- You must (and your group members including children must) comply with all reasonable directions of Santa Set staff, including their employees, contractors, authorised agents and security personnel.

Health and safety is a priority for the Event, so in particular:

- While waiting to enter the Santa set, you must wait where indicated by Santa Set staff and relevant signage;
- Your group must adhere to social distancing guidelines including by maintaining a 1.5 metre distance from Santa, Santa Set staff and other attendees at all times;
- Hand sanitiser is available upon arrival at the Santa Set;
- You must not attend the Event if you (or allow any members of your group to attend if they) feel unwell or have any reason to believe that you (or they) are or may be infected with COVID-19;

Upon arrival at the Santa Set:

- We are following all requirements as set by NSW Health in regards to COVID-19 – if required, you (and any group members) must wear a mask.

- *If over the age of 16 you (and any group members) must be able to provide proof of vaccination.*
- *If mandated by government authorities you (and any group members) must comply with a temperature check to ensure your temperature does not exceed 37.4°C;*
- *You must confirm that neither you nor anyone in your household has been confirmed as having COVID-19 within 14 days leading up to your attendance at the Event, or are currently awaiting COVID-19 test results or are a close contact with a case of COVID-19 that was confirmed within 14 days leading up to your attendance at the Event;*
- *You must confirm that you (and any group members) are well and that you have not had any cold, fever or flu-like symptoms or respiratory problems within 14 days leading up to your attendance at the Santa Photos;*
- *Parents/caregivers must ensure that children remain under their control at all times;*
- *You must not engage in anti-social, disruptive, threatening, abusive, unlawful, harassing or otherwise inappropriate behaviour.*

Photography

- Staff employed by Orange City Centre will take a selection of up to 15 photos during your session with Santa. Staff employed for Santa set photography are using equipment pre-set by a professional photographer, however are not professional photographers.
- By attending the Event, you consent to you (and any group members including children) being photographed. You/your group will need to be seated on the stools provided and you (and any group members including children) will not be permitted to touch Santa. The Santa Set staff will endeavour to capture quality individual/group photographs with Santa, however we make no guarantees or representations with respect to the quality or content of the final photographs.

Agreement to these Event Conditions

1. By making a booking for Santa Photos or by attending the Santa Photo Session you agree to these Event Conditions, which form an agreement between you and Orange City Centre as agent for the Property Owners (Agreement).

This Agreement extends to you in your personal capacity and to any minors (being anyone under the age of 18 years) for whom you make a booking, in which case you agree on their behalf.

This Agreement begins when you:

- complete the online booking process on the Centre's Website;
- otherwise book for the Santa Photos (e.g. by contacting us to assist you to make an online booking on the Centre's Website); or
- attend the Santa Photos, whichever comes first.