

2025 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 can be made on the OCC website located at www.orangecitycentre.com.au/santa-photos/book. Booking requests may be taken at the Santa Set on the day (via square payments) however availability is not guaranteed.

Only 1 Family permitted per booking. 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.

Santa Set Location – Outside Big W. 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 Us - For any questions regarding your booking, please contact us via email at events@orangecitycentre.com.au.

Please note that enquiries received outside office hours will be responded to during **Monday–Friday, 9am–5pm**.

Reschedule Policy

Rescheduling Your Booking

You can easily reschedule your booking using the link provided in your booking confirmation email. If you request to reschedule at least 4 hours before your session time, you may move your booking to another available date or time at no additional cost.

Rescheduling Within 4 Hours of Your Session

If you request to reschedule less than 4 hours before your session time, your request will generally be declined unless exceptional circumstances apply.

If exceptional circumstances do apply, we may approve your request provided other suitable sessions are available. We will not unreasonably refuse your request if your circumstances prevent your session from proceeding as planned.

To submit a request, please email events@orangecitycentre.com.au.
(Please note: emails are responded to during office hours only.)

Cancellation & Refund Policy

- If you request to reschedule your booking less than 4 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. This is to ensure you do not miss 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 advise the staff of your arrival.
- 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.

Upon arrival at the Santa Set:

- 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 pre-set equipment, 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/bench provided. 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:

- a. complete the online booking process on the Centre's Website;
- b. 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 booking in person); or
- c. attend the Santa Photos, whichever comes first.