

Sovereign Hill Gift Voucher Terms and Conditions

These Terms and Conditions apply to all Gift Vouchers issued by the Sovereign Hill Museums Association. Your purchase or redemption of a Gift Voucher constitutes your acceptance of these terms and conditions.

We recommend that you read this document carefully. If you have any questions or would like more information about your Gift Voucher, please call 03 5337 1199 or contact us by email: enquiries@sovereignhill.com.au

"**Gift Voucher**" means the gift certificate or similar stored value product that you have purchased or received.

A reference to "**you**" or "**your**" is a reference to the person who is in possession of the Gift Voucher at the relevant time for the purposes of these Terms of Use and Conditions.

Gift Voucher Uses & Exclusions

The Gift Voucher cannot be used to purchase the following:

- Admission during special events unless specified on the voucher OR the difference in value is paid by the voucher holder.
- Education programs
- Online or onsite retail shop
- Food and drinks from our catering outlets
- Experiences not outlined on the Gift Voucher

You can redeem the Gift Voucher for the following, subject to availability and to the experiences listed on the Gift Voucher:

- Admission
- Accommodation
- AURA
- Other experiences outlined on the voucher

There may be restrictions such as age or group size applicable to the activities offered. Please check the terms and conditions for the activity you intend to book, before redeeming your Gift Voucher.

If you wish to make a purchase or upgrade exceeding the Gift Voucher inclusions, you must pay the excess value.

The Gift Voucher must be used in a single transaction and cannot be used across multiple visits.

You cannot redeem your Gift Voucher for cash or receive any portion of the gift voucher value in cash.

Expiry, cancellation and reissue of Gift Voucher

- The Gift Voucher is valid for three years from date of issue or until redeemed.
- Sovereign Hill is unable to extend the validity date of the Gift Voucher.
- The Gift Voucher must be redeemed or utilised before the expiry date.
- The Gift Voucher cannot be:
 - Cancelled
 - Exchanged for another Gift Voucher

Lost or stolen Gift Vouchers

Lost or stolen Gift Vouchers will not be replaced or refunded. The bearer of the Gift Voucher will be taken to be the owner of the Gift Voucher.

Refunds or transfer

Except to the extent required by law, including the Australian Consumer Law, Gift Vouchers are not transferable and are non-refundable.

Changes to Terms and Conditions of Use

Terms and conditions are subject to change without notice. We reserve the right to change any of the terms and conditions at any time where the change is required.

Redemption

To redeem your Gift Voucher please email bookings@sovereignhill.com.au or call 03 5337 1199 and quote the voucher reference number. Gift Vouchers cannot be redeemed over the counter on arrival - pre-booking is essential.

