

### **Eureka Skydeck 11<sup>th</sup> Birthday Ticket Sale Terms and Conditions-**

- 11<sup>th</sup> birthday tickets are available for purchase online from 12.01am Tuesday 15<sup>th</sup> May 2018 until 11.59pm Wednesday 16<sup>th</sup> May 2018
- 11<sup>th</sup> birthday tickets are only available via the Eureka Skydeck website link. Promotional tickets are NOT available to purchase onsite at Eureka Skydeck
- 11<sup>th</sup> birthday tickets are STRICTLY valid for 6 months from purchase – no extension will be granted for ANY reason. The expiry date is listed on the tickets
- Customers requiring 12 months validity on their tickets can only purchase tickets before or after the 11<sup>th</sup> birthday campaign at full price
- A 30c processing fee will apply to the customer per ticket
- There is a 1.1% surcharge for customers paying with AMEX
- No further discounts apply to the 11<sup>th</sup> birthday tickets
- 11<sup>th</sup> birthday tickets are valid for 1x adult, concession or child (4-16 years) Eureka Skydeck admission ticket. These tickets are NOT valid for family packs
- Maximum of 10 tickets per transaction are allowed
- Tickets are non-refundable
- Tickets are not valid for specific dates- tickets can be used anytime during opening hours until the expiry date
- \$11 birthday Eureka Skydeck admission tickets do not include the Edge Experience or Sun and Stars
- Family tickets not available for entry or Edge Experience – individual prices apply for this promotion
- Please note that due to weather conditions and unplanned maintenance we cannot guarantee 'The Edge' will be operating every day. Please note that we cannot guarantee exclusive use of 'The Edge'. Pre-purchase of Edge tickets does not grant express entry into the Edge – there may be a wait time for The Edge Experience on the day of your visit. Please call us on the day of your arrival to check the availability of the Edge
- By purchasing this ticket and accepting admission to the Eureka Skydeck, you do so at your own risk and you hereby release Melbourne Eureka Tower Observation Deck Pty Ltd and the Eureka Skydeck building owners, lessees, managers and their respective employees, agents and contractors to the maximum extent permitted by law, including the maximum extent permitted by the Fair Trading Act/Fair Trading (Recreational Services) Regulations from any loss or damage to you or your property that may occur even if caused by the neglect or fault of any one or more of those parties

## **Eureka Skydeck 11<sup>th</sup> Birthday Ticket Sale Frequently Asked Questions-**

**1. When are the tickets on sale?**

From 12.01am Tuesday 15<sup>th</sup> May 2018, to 11.59pm Wednesday 16<sup>th</sup> May 2018.

**2. How long are the tickets valid for?**

Tickets are strictly valid for 6 months from the date of purchase. The expiry date will be listed on the ticket. There will be NO extensions granted for any reason.

**3. Are there any fees to purchase the tickets?**

A 30 cent processing fee will apply to the customer per ticket. There is a 1.1% surcharge for customers paying by AMEX.

**4. How do I receive the tickets?**

You will receive the tickets via email to the email address you provide when booking the tickets. Please check your junk or SPAM inbox if they don't arrive within 15 minutes.

**5. How many tickets can I buy?**

There is a limit of 10 tickets per transaction.

**6. Can I buy the \$11 tickets from the ticket desk on arrival?**

No, the \$11 tickets are only available online, they cannot be purchased from the ticket desk on arrival to the Skydeck.

**7. Do the \$11 tickets include the Edge Experience?**

No, the Edge Experience is not included in the \$11 admission ticket, but you can also purchase these online or on arrival to Eureka Skydeck.

**8. Can I buy Edge tickets as part of the promotion?**

Yes, you can purchase the 'Skydeck Admission and Edge Experience' option which will grant you admission to both the Skydeck and the Edge Experience.

**9. Can I buy any family passes with the 11<sup>th</sup> birthday promotion?**

No. All \$11 admission tickets and Edge Experience tickets are valid for one person per ticket for this promotion.

**10. Can I get a refund on my tickets?**

No. Online tickets are strictly non-refundable.

**11. I entered my email address incorrectly, how do I amend my details?**

Please send an email to [info@eurekaskydeck.com.au](mailto:info@eurekaskydeck.com.au) and we will amend your details. Please note this can take 24 hours to complete.

**12. There is no booking date listed on the tickets, how do I book a date and time?**

There is no need to book a date or time; you are welcome to use the tickets anytime until the expiry date.

**13. Can I buy the \$11 tickets online then come to the Skydeck straight away to use the tickets?**

You can come in and use the tickets ONLY if you have received the barcoded tickets via email. You will not be granted admission if you haven't yet received the tickets to present on arrival.

**14. What do I need to show when I arrive?**

You need to either print and present a hard copy of the tickets or show them on your smart phone to our ticketing team on arrival.