



TERMS AND CONDITIONS

Please read these terms and conditions carefully before purchasing tickets or accessing any wheel location operated by Xtra Ordinary Events ("the Company"). By purchasing tickets, winning, or receiving tickets as gifts, and accessing the wheel locations, patrons acknowledge that they have read, understood, and agreed to abide by these terms and conditions.

1. **Ticket Information:** Tickets are non-refundable and cannot be exchanged for cash. A booking fee of \$0.97 applies to senior/child tickets, \$1.05 to adult tickets, and \$2.19 to Gondola tickets, when purchasing tickets online through Eventbrite
2. **Entry and Ticket Redemption:** Patrons can access and ride the attraction at any time. No time or date bookings will be accepted. Pre-purchased tickets must be redeemed at the ticket box.
3. **Surcharges on Public Holidays:** Please note that additional surcharges may apply on public holidays. These surcharges will be clearly communicated at the time of ticket purchase or reservation.
4. **Closure and Unforeseen Circumstances:** The Company reserves the right to close the wheel at any time due to maintenance, adverse weather conditions, or any unforeseeable circumstances. No liability will be accepted for any inconvenience or loss incurred due to such closures.
5. **Ticket Validity:** Tickets purchased, won, or gifted are only valid for the specific location and the current season of operation. Tickets cannot be used for any other season or location unless explicitly stated otherwise.
6. **Patron Responsibility:** Entry onto the wheel is at the patron's own risk. All patrons must meet the minimum height or age requirements specified to ride the attraction. It is the responsibility of patrons to read and understand safety signage and to comply with any instructions given by personnel before entering the attraction.
7. **Filming and Photography:** By entering the attraction, patrons consent to be filmed and photographed by Xtra Ordinary Events or any of the attraction sponsors for promotional and marketing purposes. Images or recordings may be used on digital and social media platforms without further notice or compensation.
8. **Ticket Refunds and Redemption:** Tickets are non-refundable and cannot be exchanged for cash or any other form of compensation, unless explicitly stated otherwise by the Company.
9. **Changes to Terms:** The Company reserves the right to modify or amend these terms and conditions at any time. Any such changes will be effective immediately upon posting on the Company's website or at the respective wheel location.
10. **Compliance with Laws and Regulations:** Patrons are expected to comply with all applicable laws, rules, and regulations while at the wheel location.
11. **Limitation of Liability:** The Company shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use of its facilities or any incidents occurring on the premises.
12. **Governing Law:** These terms and conditions shall be governed by and construed in accordance with the laws of the jurisdiction where the wheel is located.
13. **Risk and Safety Measures:**
 - a. Entry to the attraction is at your own risk. No animals are permitted.
14. **Right to Refuse Entry:** Xtra Ordinary Events reserves the right to refuse entry or eject individuals who:
 - a. Show signs of COVID-19 or are suspected of having it.
 - b. Fail to comply with COVID guidelines or exhibit physical or verbal abuse towards staff or other guests.
 - c. Are under the influence of drugs or alcohol.
 - d. Exhibit physical or verbal abuse towards staff or other guests
 - e. Damage or deface any of the equipment

If you have any questions regarding these terms and conditions, please contact Xtra Ordinary Events customer service for clarification before purchasing tickets or accessing the attraction.

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