

# Group Tour Booking Enquiry Information Sheet



To help us provide the best possible service to your group, please complete and return this form with all information that is currently known. Where information is not presently available, please advise the Maitland Gaol Administration Office as soon as possible. **This form is not a Confirmation and does not guarantee that the particular request can be fulfilled.** Once this form is received and final availability assessed, a confirmation sheet will be forwarded with the information shown here together with any required amendments and final fees and charges assessed for the group. Please ensure you check the confirmation when received and pay the required deposit as indicated in the conditions.

The staff of Maitland Gaol look forward to hosting your group activity.

## GROUP DETAILS:

Group Name: \_\_\_\_\_

Contact Name: Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

## BOOKING DETAILS:

Date: \_\_\_\_\_

Time: Start: \_\_\_\_\_ Finish: \_\_\_\_\_ (Tours are 1½ hrs duration unless alternative time arranged.)

No of Participants: Adults: \_\_\_\_\_ Concessions: \_\_\_\_\_ Children: \_\_\_\_\_

Tour Type: \_\_\_\_\_ (Select from dropdown list)

Meal Package Type:  Morning Tea  Lunch  Afternoon Tea  Dinner

Other Details: \_\_\_\_\_

## SPECIAL REQUESTS:

Details: \_\_\_\_\_

## HOW DID YOU HEAR ABOUT MAITLAND GAOL?:

Method: \_\_\_\_\_ (Select from dropdown list)

## PAYMENT METHOD:

Do you require a Tax Invoice?  Yes  No

Please indicate your proposed method(s) of payment for this activity.

Cash  Card  Cheque  Bank Transfer

**Maitland Gaol**  
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Maitland Gaol is a business unit of Maitland City Council

## GROUP TOUR BOOKING CONDITIONS AND REQUIREMENTS:

### Group Minimum

1. A minimum of 15 persons (daytime midweek) or 20 persons (daytime weekend) / 20 persons (evening) or equivalent payment is required to secure a Group Tour concession.

### Charges and Payment

2. All patrons on a Group Tour are charged at the appropriate group tour rate for the type of tour booked.
3. A Group Tour must be paid for in one payment. Payment may be in cash, by card (Mastercard/Visa/EFTPOS), by cheque made payable to Maitland City Council or by Bank Transfer.
4. A deposit of 1/3 of the minimum price of the tour / package is required within 7 days of receiving the Booking Confirmation to secure the booking. This deposit is transferable to a booking on another date but is only refundable where another booking is subsequently taken for the time the group originally required.
5. Final minimum numbers and payment of the appropriate balance of the booking is generally required 14 days prior to the activity unless alternative arrangements are made with the Gaol Administration Office. Tours / packages arranged for outside of office hours must be paid in advance.
6. Where a meal and tour package is booked, payment for the total package price is to be made to Maitland Gaol as above. **Please Note:** Meal package catering is unavailable for weekend bookings.

### Group Concessions

7. A Group Tour will be offered exclusive access to a tour guide.
8. Group Tours are only available at times outside the advertised general public tour times.
9. Group Tours can be customised to suit individual organiser's requirements including content and length however adequate prior notice of requirements is requested.

### Organisation

10. Maitland Gaol will arrange the tour with the nominated Group Tour contact as advised. No arrangements will be made with any other person.
11. Still and video photographs for personal memorabilia are permitted to be taken within the Gaol however images should not be taken of members of the public without their express permission. Video imagery must not exceed 10% of the total period of any tour. The images taken may not be used or published in any form including but not exclusively newspaper, magazine or websites without the prior approval of Maitland City Council.