



## Booking Fee and Cancellation Policy

Booking Fee – A booking for the OMG – C & JE is confirmed when both;

1. the booking form is received by the OMG – C & JE from the school/organization that is wanting to visit and
2. the Tax Invoice Estimate is sent to the school/organization by the OMG – C & JE.

A booking fee of \$8 applies per school/organization booking.

Change of Booking Fee – Once a booking is confirmed (as above) any change of date within 14 days of the date of visit will incur an additional \$8 booking fee for each date change.

Cancellation Fee – Any confirmed booking that is cancelled within 14 days of the date of visit will incur a \$20 cancellation fee per date cancelled.

### Note: Booking Fee

This means that a school or organization can make one booking for one site on one day or make many bookings for many sites on many days and only one \$8 booking fee will apply.

### Note: Change of Booking Fee

This means that for every date on which there is a change inside of 14 days of the visit date, an \$8 change of booking fee applies. So, if a school has booked 3 different dates (regardless of how many programs are booked on that day) and wants to change two of those dates to alternative dates – then they pay \$16 on top of the original \$8 booking fee.

### Note: Cancellation Fee

This means if a school or organization cancels a date within 14 days of the visiting date (regardless of how many programs are booked on that day) they pay a \$20 cancellation fee. If the school or organization cancels two separate dates then they pay \$40, 3 - \$60 etc

### Explanation

## *OMG – C &JE Booking Fee and Cancellation Policy*

As a not – for – profit heritage organization, the National Trust’s Old Melbourne Gaol – Crime and Justice Experience relies on income from visitors to continue to operate its programs. Although the perception is that the National Trust is government funded, in truth our government funding is minimal. Booked groups comprise a significant number of our visitors. If booked groups change dates or cancel (especially at short notice), the impact on the organization is considerable.

These include:

- the loss of revenue from that group
- the potential loss of revenue from other groups who wanted that time but could not have it
- rostering of staff to cover programs
- having to pay rostered staff who have committed to working at certain times
- the administrative time making, changing and cancelling bookings

Most of our staff are either part-time or casual so the impact from changes of dates or cancellations is greater.

There are now programs in the three sites of the Old Melbourne Gaol, Crime and Justice Experience, these being the Old Melbourne Gaol, the former City Watch House and the Old Magistrates’ Court. As a result of this the booking of spaces has become more complex and the demand for spaces more intense.

It is for these reasons we have had to instigate a *Booking Fee and Cancellation Policy* that includes a booking fee of \$8, a change of booking fee and a cancellation fee of \$20.