

## Lower Island Tour: Terms and Conditions

**Important:** You will need your ticket to check in to your tour, please bring a printed copy or show it on your phone.

**Meeting Point:** Meet at the Cockatoo Island Visitors Centre.

**Check in:** Ensure you arrive at least 15 minutes prior to the start time to check in for your tour. Tours leave strictly on time and do not wait for latecomers.

### COVID Safety:

As a registered COVID Safe business, we require all visitors to check-in using the NSW QR code provided on site before the commencement of the presentation. Further, every visitor must ensure they:

- maintain a physical distance of 1.5 metres from others, wherever possible;
- have not attended a known hot spot
- have not had contact with a confirmed COVID-19 case within the last 14 days; and
- are not unwell and have not had any COVID-19 symptoms in the last 14 days.

### Tour conditions:

- This tour is on the lower island only and is suitable for mobility scooters.
- Wear suitable walking shoes, and wet weather clothing if needed.
- Tours will proceed regardless of weather conditions except in cases of extreme weather. Participants will be notified via email if the tour is cancelled and a full refund of the ticket price will be made.
- You must comply with all directions of the Guides, Rangers and Security.
- For safety reasons, maximum tour numbers cannot be exceeded.
- Dogs, bicycles and smoking are not allowed on the tour.
- Tickets are non-refundable, transfers can be made up to the tour date through Ticketbooth.
- The Harbour Trust reserves the right to terminate any tour at any time.

**Warning to Aboriginal and Torres Strait Islanders:** This tour contains stories and may contain images and/or visual of deceased people.

**Additional content warning:** This tour contains content and stories that some participants may find confronting.