



Charity Auction – General Terms and Conditions

Congratulations on your auction purchase.

Please carefully read the following terms and conditions that you agree to as the terms of your purchase.

1. The service provider reserves the right to cancel and reschedule a booking at any time.
2. Strictly **NO REFUNDS**. No refund is made for non-attendance by guests, any cancellation or failing to book before the expiry date.
3. The package is subject to availability and your dates are booked on a first in, first served basis.
4. **Expiry Period**. You have 6 months from the purchase date to book the experience. You will then have 12 months to utilize the experience. The expiry date is noted on your voucher and failure to book the experience within this time period forfeits the voucher and the charity donation component made.
5. **Force Majeure**. The Service Provider and the auction services company are excused from performance and shall not be liable for any delay in delivery or for non-delivery, in whole or in part, caused by the occurrence of any force majeure beyond the control of the Service Provider such as, but not limited to: fires, civil disobedience, war, riots, rebellions, explosion, flood, storm, acts of God and similar occurrences.
6. **These Terms and Conditions have been already agreed by the event organizer where your item(s) was purchased.**

For Private Chef's Dinner Experience please refer:

1. The purchaser must provide their own venue with a working kitchen (i.e., has a stove, oven, refrigerator – with space, a sink and water) and all tables and chairs required for guest seating. The chosen venue must be made available for the chef up to 1 hour prior to service and 1 hour after service.
2. The venue must be within Canberra/Sydney/Newcastle/Brisbane/Adelaide/Hobart/Melbourne/Perth Metro (within 25km drive of the CBD). Any distance greater than 25km will incur a cost and will be payable directly to the service provider.
3. The voucher is based on a maximum of 10 guests, but you are welcome to purchase additional service for any extra people, however no refund is made for non-attending guests. Once bookings are confirmed by the service provider, any date changes made by the client must be requested with a minimum of 30 days' notice from the event date. Date changes made by the client between 30 days and 7 days of the confirmed event will incur a fee of \$500. Date changes within 7 days of the confirmed event are not possible. All date changes subject to availability.

For Office Massage please refer:

Sydney/Brisbane/Melbourne/Perth/Adelaide Based For Up To 18 People

1. The purchaser must provide their own venue for the office massage to take place at.
2. The venue must be within Sydney/Brisbane/Melbourne/Perth/Adelaide METRO (within 35km drive of CBD). Any distance greater than 35km but less than 50km will incur a cost payable by the purchaser directly to the massage therapist. This package is unavailable at all locations further than 50km from the CBD.

For Deep Sea Fishing please refer:

1. Guests may be refused alcohol within reason at the skipper's discretion.
2. Guests must follow any given instructions by the skipper at all times.
3. Guests may be refused entry onto the boat if inebriated or within reason at the skipper's discretion.

For Supercar Experience for a week/weekend please refer:

1. The driver must be 30+ years to drive and must have a full Australian driver's license, a \$5000 bond and a comprehensive insurance excess of \$5,000 applies.
2. This voucher is valid for the Tesla Roadster. This Tesla Roadster is privately owned and made available as a loan to the charity supporter/voucher holder.

3. The owner of the Tesla Roadster or HHG reserves the right to cancel and reschedule the booking at any time.
4. The Tesla Roadster experience includes a maximum 160 kilometers for a week hire/120 kilometers for a weekend hire to be used by the driver. For every kilometer in excess of 160 kilometers or 120 kilometers, an additional charge of \$10 per kilometer applies.
5. All tolls and any traffic infringements received during the loan period will be charged to the voucher holder.
6. Once booking is confirmed, any date change made by the client must be requested with a minimum 30 days' notice from the event date and is subject to availability. Date change made by the client between 30 days and 7 days of the confirmed date will incur a fee of \$500. Date change within 7 days of the confirmed date is not possible and forfeits the voucher. The voucher is fully transferable. The same Terms and Conditions apply.

For Cocktail Masterclass please refer:

1. Guests must be over the age of 18.

For 2-Day Great Wall Of China Hike For 2 please refer:

1. Guests must be able to exercise for extended periods of time.
2. Guests must be mobile enough to sit in a bus for extended periods of time.