

## FAQ and Terms & Conditions

### 1. Is there a minimum spend?

Yes – the minimum spend is \$30, which would result in a \$15 discount.

### 2. Is there a maximum discount available?

Yes – the maximum voucher redeemable per booking is \$100, which applies to bookings of \$200 or more.

### 3. How does it work?

The discount is only valid for selected tours/attractions and can only be booked through the Mandurah Visitor Centre (MVC).

### 4. How do I make a booking?

Simply make your booking with the MVC as per usual (online, in person or over the phone) – and make sure you enter the code 'MH50' in the promo code box to activate the discount. The gross booking total will remain the same, but the amount payable will be reduced by 50% (up to the maximum \$100 discount).

**Please note:** Depending on the partner business' booking engine, the code might not be applied for some of the experiences listed below. If this happens, please complete the booking and payment at full price. We will then refund the applicable discount amount to the credit card used for the payment.

### 5. How long is the offer running?

The discount code is valid for bookings on the listed experiences until the funds are exhausted. **You can schedule travel up to 15th September 2024.**

### 6. Can I use the promo code more than once?

Yes – there is no limit to the number of times you can use the promo code.

### 7. Can I use the promo code to book accommodation?

No – the promo is only valid for selected tour/attraction bookings.

### 8. Can I book a package with the promo?

No – as packages include accommodation they cannot be included in the promo; additionally, products within the packages are already heavily discounted.

## **9. I entered the promo code, but why is the code not accepted?**

This could be due to the following reasons:

- The tour you have selected may not be included in this promotion.
- The travel date selected may be outside of the accepted date range (ie. after 15th September)
- Check for correct spelling – MH50
- Depending on the partner business' booking engine, the code might not be applied for some of the experiences listed below. If this happens, please complete the booking and payment at full price. We will then refund the applicable discount amount to the credit card used for the payment. Or call the Mandurah Visitor Centre on (08) 9550 3999 to make your booking.

## **10. Can I change my booking or get a refund?**

Please note that bookings made under this discount campaign are non-refundable and cannot be changed or cancelled by the customer. However, if the booking must be cancelled by the business, a full refund will be provided to the customer.