

## 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 would result from a \$200 booking.

**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 Mandurah Visitor Centre 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 reduce by 50% (up to the maximum \$100 discount).

**Please note:** Depending on the partner business' booking engine, the code may not be applied immediately for some of the experiences listed. In this case, simply complete the booking and payment at full price, and we will refund 50% to the credit card used. Or call the Mandurah Visitor Centre on (08) 9550 3999 to make your booking.

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

The offer is valid for all bookings made by 5pm on 22nd July 2024, or until funds run out. Travel can be scheduled up to 15th September 2024.

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

Yes – there is no limit of 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 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 may not be applied immediately for some of the experiences listed. In this case, simply complete the booking and payment at full price, and we will refund 50% to the credit card used.

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

No, bookings cannot be changed or refunded.