

Melbourne Skydeck General Terms and Conditions

TERMS AND CONDITIONS ARE VALID FROM 1 JANUARY 2025.

1. General Terms and Conditions

- i. Prices given in this rate sheet are valid between 01 January 2025 until 31 December 2025
- ii. A booking reference number and photo identification must be presented on arrival.
- iii. Fare types: Adult fare for guests aged 17+. Child fares are offered to guests aged between 4 to 16 years inclusive. Infants 3 years and under can enter free of charge.
- iv. Family pricing covers 2 adults and 2 children. Extra Child is only available as an extension to Family fare.
- v. Working Tour Guide or Tour Leader 1:10 ratio applies
- vi. All prices quoted are per person in Australian Dollars
- vii. Prices are inclusive of GST, unless otherwise stated.
- viii. Unused values from any vouchers will be forfeited and will not be refunded or attributed to any transactions.
- xi. Group bookings of 20 or more paying guests can be made for early entry before opening hours (prior to 11:30 am), depending on availability at the time of booking.
- xii. For reservations please email booking@melbourneskydeck.com.au

2. Experiences

- i. Guests should allow sufficient time to undertake experiences, considering Melbourne Skydeck operating hours.
- ii. If your experience includes The Edge, you will need to check in with the admissions desk where you will be given an electronic pager to be placed in a virtual queue to await their Edge ride. We recommend arriving at least 90 minutes prior to closing to ensure a quality experience.
- iii. Please note that due to weather and maintenance requirements, we cannot guarantee that Additional Experiences will be operating every day. Your recourse in this circumstance is to use your Ticket for the Additional Experience on an alternative day. If required, we will extend the validity of your Ticket to enable this.
- iv. Edge Photos are kept on file for 2 weeks, we may not be able to retrieve images after this period. If you choose not to have your photo taken during the Edge experience no refund will be provided.

3. Payment Terms

- i. Cash Agents - Full payment via credit card is required prior to the booking date or payment can be processed on arrival by the tour guide via cash or card. Payment by debit or credit card are subject to a surcharge equal to the costs we incur to process the payment.
- ii. Credit Agents - Your company will be invoiced upon guest entry at Melbourne Skydeck and entry requirements are validated. Our accounts team emails invoices on a weekly basis with 30 days to make payment. Any banking fees associated with international transfers will be covered by the paying company.

4. Cancellation Policy

- i. Melbourne Skydeck entry tickets are fully refundable up until the day of entry. Once redeemed, they are strictly non-refundable.
- ii. [For full T&Cs please visit https://www.melbourneskydeck.com.au/terms-and-conditions/](https://www.melbourneskydeck.com.au/terms-and-conditions/)
- iii. Melbourne Skydeck early group entry tickets (valid before 11:30 am), cancellations made within 24 hours of travel date will incur a 100% cancellation fee.

Melbourne Skydeck - CY25 Gross Rates

Available for travel from 01 January 2025 to 31 December 2025

Admission & Experiences		Adult		Child		Family (2x Adults and 2x Children)		Family (2x Adults and 1x Child)		Family (1x Adult and 2 Children)		Extra Child	
		Gross	Nett	Gross	Nett	Gross	Nett	Gross	Nett	Gross	Nett	Gross	Nett
INDIVIDUAL TICKETS	General Admission	36.00	27.00	24.00	18.00	99.00	74.25	79.00	59.25	69.00	51.75	19.00	14.25
PACKAGES	Edge Experience (General Admission + Edge + Digital Photo)	50.00	37.50	38.00	28.50	146.00	109.50	114.00	85.50	105.00	78.75	26.00	19.50
	Max VR Experience (General Admission + VR Theatre)	57.00	42.75	40.00	30.00	161.00	120.75	128.00	96.00	114.00	85.50	32.00	24.00
	Ultimate Skydeck (General Admission + VR Theatre + Edge + Digital Photo + \$5 Bar Voucher)	72.00	54.00	53.00	39.75	209.00	156.75	165.00	123.75	149.00	111.75	44.00	33.00
	Cocktails In The Clouds (General Admission + VR Theatre + Cocktail)	63.00	47.25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**commissions are subjected to individual agreements