



2025 - 2026

RATES AND PRODUCT INFORMATION

All prices include GST

Prices valid from 1 April 2025 to 31 March 2026

Turtle Down Under
6/60 Albert Rd
South Melbourne VIC 3205
Phone: 03 86409902
ABN: 45 161 352 772

10 December 2024

Dear Abhishek,

Appointment as Nature Parks Partner

Phillip Island Nature Park Board of Management Inc. (ABN 88 940 950 118) (**Nature Parks**) is pleased to confirm the appointment of **Turtle Down Under (Reseller or you)** as a reseller of tickets to the attractions set out in the price list attached to this letter (**Attractions**) for the period from 1st of April 2025 to 31st of March 2026 (**Appointment Period**).

At the end of the Appointment Period, Nature Parks will notify you if we will continue our partnership and will be renewed for a further period of time. You may cease to be a reseller at any time by providing Nature Parks with no less than 14 days written notice.

As a partner of the Nature Parks, your appointment is subject to our Terms and Conditions & Special Conditions attached with this letter.

The attached price list sets out the prices at which our partners are entitled to purchase tickets for the Attractions for 2025-2026, including all Penguin Parade viewing options, along with Nature Parks' other attractions and bundled ticket options. These ticket prices may be updated by Nature Parks by providing you with notice in writing in accordance with the Terms & Conditions.

The prices must be paid by the Reseller in accordance with your existing payment terms.

Set out below is some general information which will assist you as a partner of the Nature Parks.

Please do not hesitate to reach out to your Account Manager or our Reservations Team should you have any questions.

General Attractions Information

It is the responsibility of our partners to ensure at the time of booking, that their guests meet the minimum requirements for experiences and products and are aware of our terms of entry and that these are adequately communicated.



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Further information about the Attractions, including opening times, product requirements and special conditions of entry for our partners can be found (www.penguins.org.au). Special Conditions and our Terms and Conditions are outlined in the attached document.

The Summerland Peninsula area closes 1 hour before sunset.

- Groups entry to sites closes 1 hour prior to the site closure time. Please ensure you review last entry times available on our website (www.penguins.org.au) to avoid disappointment.
- We have a 24-hour amendment and cancellation policy, this requires all amendments, reductions, and cancellations to be made before 4:00pm (AEST time) the day prior to arrival, by email to the reservations team at bookings@penguins.org.au.
- Free of charge (FOC) entry is extended to tour staff and this includes both international and local tour guides, tour escorts or drivers. Please refer to Schedule 2 Special Conditions for FOC ratios and requirements.
- The Nature Parks welcomes staff and agent familiarisation (famils) programs and the Nature Parks can also assist in attraction training for your drivers and guides. Please contact the Sales Team via sales@penguins.org.au for further information.
- Video and Photography is not permitted after sunset at the Penguin Parade or any of the Penguin viewing options.
- Our food and beverage service is operated by an outsourced caterer who offers an array of dining, meeting and event options for all types of groups and occasions. Please find attached the group menus along with terms and conditions. This can also be found on the trade partner landing page <https://www.penguins.org.au/trade-partners#menu>

Marketing and Promotional Materials

We encourage you to help promote your Nature Parks tours by using official promotional images and video. The official promotional images and video must not be modified, edited or otherwise altered without the prior written approval of Nature Parks. You can contact the Sales Team at sales@penguins.org.au for more information.

The Nature Parks marketing team can assist with custom point of sale, website or print marketing collateral. Please contact Marketing at marketing@penguins.org.au to discuss your business needs.

Key Account Contacts



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Your key account contacts are set out below:

Ticket Reservations bookings@penguins.org.au

+613 5951 2835 (Available by 7 days between 10am – 5pm AEST)

Sales Enquiries sales@penguins.org.au

We thank you for your ongoing support and look forward to working with you!

Kind regards

Name: Serena Cabello
Title: International Sales Executive
Signature: *Serena Cabello*
Date signed: 10/12/24

Email address: scabello@penguins.org.au



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SCHEDULE 1 - TICKET PRICES (RESELLER RATES) - ALL PRICES INCLUDE GST

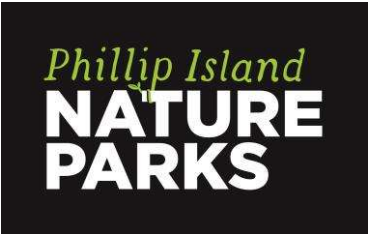
PENGUIN VIEWING OPTIONS

| ATTRACTION | Retail (gross) | Net (inbound) | Retail (gross) | Net (inbound) |
|---|----------------|---------------|---------------------------------------|---------------------------------------|
| | Adult | | Child (4 to 15 years) | |
| Penguin Parade General viewing option | \$33.00 | \$26.40 | \$16.50 | \$13.20 |
| Penguins Plus | \$90.00 | \$72.00 | \$45.00 | \$36.00 |
| Penguin Discovery | \$85.00 | \$68.00 | Not available | Not available |
| Underground viewing | \$100.00 | \$80.00 | \$50.00 | \$40.00 |
| Ultimate Adventure Tour Limit - 10pax, 16 years and above | \$125.00 | \$100.00 | Not available | Not available |
| Guided Penguin Tour Limit - 10pax, 12 years and above | \$105.00 | \$84.00 | only 12 years and above same as adult | only 12 years and above same as adult |

INDIVIDUAL TICKET OPTIONS

| ATTRACTION | Retail (gross) | Net (inbound) | Retail (gross) | Net (inbound) |
|-----------------------------------|----------------|---------------|-----------------------|---------------|
| | Adult | | Child (4 to 15 years) | |
| Churchill Island | \$17.00 | \$13.60 | \$8.50 | \$6.80 |
| Bandicoot Discovery Tour | \$80.00 | \$64.00 | \$40.00 | \$32.00 |
| Koala Conservation Reserve | \$17.00 | \$13.60 | \$8.50 | \$6.80 |
| Koala Guided Tour | \$60.00 | \$48.00 | \$30.00 | \$24.00 |

BUNDLED TICKET OPTIONS



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| ATTRACTION | Retail (gross) | Net (inbound) | Retail (gross) | Net (inbound) |
|--|----------------|---------------|-----------------------|---------------|
| | Adult | | Child (4 to 15 years) | |
| 3 Park Pass General Viewing Penguin Parade Koala Reserve Churchill Island | \$58.00 | \$46.40 | \$29.00 | \$23.20 |
| 3 Park Pass Penguins Plus Penguins Plus Koala Reserve Churchill Island | \$105.00 | \$84.00 | \$52.50 | \$42.00 |
| 3 Park Pass Penguin Discovery Penguin Discovery Koala Reserve Churchill Island | \$115.00 | \$92.00 | Not available | Not available |
| 3 Park Pass Underground viewing Underground viewing Koala Reserve Churchill Island | \$120.00 | \$96.00 | \$60.00 | \$48.00 |

SCHEDULE 2 - SPECIAL CONDITIONS

BOOKINGS

You must proactively contact the Nature Parks Reservations Team prior to the date you wish to attend an Attraction with a forecast of booking numbers, and to confirm availability to assist in capacity management.

All bookings are subject to availability at time of processing your order by our Reservations Team and purchasing a ticket does not guarantee entry to, or availability of, an Attraction on any particular date.

All booking orders must be emailed to the Reservations Team at bookings@penguins.org.au and must include the following information:

Number of guests, including breakdown of adults, children (4-15yrs) and FOC infants (0-3yrs). Please note that infants are included in our capacity counts, and they must be included in your booking order so we can issue an FOC ticket to gain entry

Number of tour staff e.g. guides/escorts, noting that tour staff are also included in our capacity counts – please refer FOC policy below for details

Date(s) of visit

Clearly identify the Attraction or Penguin Viewing option you are booking – if it is not clear, the booking may not be processed correctly

Country of origin of your guests on all bookings

Booking orders are considered confirmed once you have received written confirmation from our Reservations Team and they have provided a booking number.

Any guests who arrive in excess of your confirmed booking are subject to availability and may not be granted access to any Attraction (or part of an Attraction), such as the Penguin Viewing areas if capacity has been reached. If access to an Attraction is granted, full payment may be required prior to entry.

AMENDMENTS, CANCELLATIONS & PRE-PAYMENTS

There is a strict 24-hour amendment and cancellation policy for all Penguin Parade tickets, products and experiences, including General Viewing.

General Viewing

Penguins Plus

Penguin Discovery

Underground Viewing

Guided Penguin Tour

Ultimate Adventure Tour

All amendments, reductions, and cancellations must be made before 4:00pm (AEST time) the day

prior to arrival, by email to the Reservations Team at bookings@penguins.org.au

All pre-payments (for those operators with a pre-payment account) must be made before 4:00pm (AEST time) the day prior to arrival. For any payment and ticketing queries, please phone at 03 5951 2835. Payment is not accepted over phone or email.

No refund will be provided (and you must pay the full amount of the relevant ticket) for any cancellations, amendments, or reduction in numbers, received after 4:00pm (AEST time) the day prior to arrival date or if a person does not attend the Attraction at the relevant time (i.e. if they are a 'no-show').

FREE OF CHARGE (FOC), DISCOUNTED ENTRY AND FAMILS

Children 3 years of age and below receive free of charge (FOC) entry, however must have a valid ticket.

Tour staff including both international and local tour guides, tour escorts or drivers are eligible to receive a Free Of Charge (FOC) ticket to Penguin Parade General Viewing. This will allow guides to take/drop their group to the beach and gives the guide access to get through the main gates. If the guide wants to sit with their group in any premium experience, they must pre-purchase a ticket for that premium experience. Tour staff tickets are strictly non-transferrable.

Tour staff may be asked to produce photo identification on arrival, if not in uniform.

The number of tour staff must be advised when making a reservation, and FOC numbers must be confirmed by the Nature Parks Reservations Team prior to arrival, based on the below ratios.

1 FOC tour staff per group under 30 guests

Up to 2 FOC tour staff for group of 30 guests or more

Any additional requests for FOC tour staff for larger groups will be reviewed on a case-by-case basis, however will be limited to a maximum of 1 FOC for each additional 15 pax, over and above 30.

The Nature Parks welcomes staff and agent familiarisation (famils) programs and can also assist in attraction training for your drivers and guides. Please note famils and training programs are held Monday to Thursdays, all famils outside of this period need to be approved by the Sales Manager

Please contact the sales team for your need via sales@penguins.org.au

ATTRACTION MINIMUM REQUIREMENTS

It is the responsibility of tourism operators to ensure at the time of booking, that their guests meet the minimum requirements listed below, and that these are adequately communicated.

When operational, all guided tours have strict start times. If your visitor is more than 10 minutes late, they will not be permitted to join the tour, and no refund will be provided (and you must pay the full amount of the relevant ticket).

Ultimate Adventure Tour - Guests must be at least 16 years old to attend, reasonable level of fitness is required, including the ability to walk on soft sand, descend and ascend 20 stairs, and walk up to 1.5 km (0.8 miles) in each direction on uneven surfaces. Closed walking shoes and dark coloured clothing required.

Guided Penguin Tour - Guests must be at least 12 years old to attend.

In completing the below you are accepting the Rates, Special Conditions and our Terms and Conditions.

Company Name:

Name:

Title:

Signature:

Date signed:

Email address: