

HOW TO BOOK

BOOK EARLY!

We do our best to accommodate everyone but shows fill fast. Additional performances are not always possible.

1. USE BOOKING FORM, DOWNLOAD IT OR COMPLETE IT ONLINE

All bookings require a completed Booking Form. Risk assessments and education support materials (where provided) are available online.

2. SEND YOUR BOOKING FORM TO US

Complete online (preferred), fax, email or post your booking form to Riverside Education

Fax: 02 9683 3267

Scan and email: education_riverside@cityofparramatta.nsw.gov.au

Mail: Riverside Education, PO Box 3636, Parramatta, NSW, 2124

N.B. Please do not send any payments with your booking form. Riverside will confirm your booking and then issue a tax invoice for your deposit. Bookings are made in strict order of receipt. Please ensure you have given a valid email address on your booking form as this is our main method of communication.

3. RIVERSIDE WILL CONFIRM YOUR BOOKING

Riverside will confirm your booking and invoice the school for a non-refundable 25% deposit. Teachers receive complimentary seating on a 20:1 ratio (unless otherwise stipulated). Once you have paid your deposit, your booking is secure and Riverside will issue an invoice for full payment.

4. FINAL PAYMENT

Full payment is required 4 weeks prior to the performance date.

If we do not receive payment OR proof of your Department of Education purchase order we have the right to cancel your booking and your deposit will be forfeited.

PUBLIC SCHOOLS – DEPARTMENT OF EDUCATION (DoE) PAYMENTS

The DoE takes 30 days from an invoice being submitted to payment being received by Riverside, therefore we MUST have full payment OR proof that the purchase order has been submitted to the DoE no later than four weeks prior to the performance date.

This is a new system for many public schools so we strongly recommend receiving monies and permission slips at least 7 weeks before the payment is due. This will allow any final changes in numbers (subject to availability). We cannot reduce numbers after payment has been received.

ALL OTHER SCHOOLS (INCLUDING INDEPENDENT AND CATHOLIC)

Confirmation of final numbers and final balance is required four weeks prior to the performance date. A reduction of numbers is not permitted after this date.

An increase of numbers is possible after the final payment day but is subject to availability.

Please note, all school bookings made within 4 school weeks of a performance date must be paid in full within 1 week of confirmation and are final. There are no refunds or changes to numbers or dates on these bookings. All bookings will incur a \$3.30 booking fee as stipulated on the booking form.

5. FINAL INFORMATION SENT TO SCHOOLS

Prior to your visit, we will send you detailed information via email to ensure you have a hassle-free excursion. This will include updating you on any possible changes to running times or more detailed information as it emerges from the rehearsal process.

6. ATTEND AND ENJOY!

If you have concerns about meeting the terms and conditions, please email education_riverside@cityofparramatta.nsw.gov.au or call 02 8839 3308.