

City of Greater Dandenong Food and Cultural Tour information - Drum Bookings

TERMS & CONDITIONS

1. Drum Theatre acts as ticketing agent for the City of Greater Dandenong (Council), which provides the tours.
2. The provider (Council) reserves the right to vary advertised tour dates as necessary.
3. Tour commences promptly and leaves the dedicated meeting point so please ensure that you arrive 10 minutes prior to the commencement time as stated on your booking confirmation.
4. Drum Theatre is the booking agent for the City of Greater Dandenong Food and Cultural Tours. Account registration with Drum Theatre is required - registration is free.
5. Tours with less than six attendees may be unable to proceed as advertised. Customers will be advised of any cancellations at least 3 working days prior to the scheduled tour and offered the choice of an alternative tour date.
6. Information regarding the meeting point of the tour will be sent to participants on payment of ticket.
7. Tours proceed regardless of the weather. Please dress accordingly, with appropriate footwear.
8. Bookings will close 5 days prior to the scheduled tour date.
9. Participants join the tour at their own risk and indemnify Council against all loss, damage, expense or injury.
10. Food allergies/intolerances are to be disclosed at the time of booking.
11. Covid safe practices apply and any current government advice must be followed by patrons during the tour.

REFUND POLICY

Should circumstances prevent you from attending your tour, we will endeavor to re-book you into another tour we have scheduled on our calendar. No refunds will be offered.

BOOKING DETAILS

Companion Card

We welcome Companion Cards. The Companion Card holder, when purchasing a ticket for themselves for a tour, is entitled to receive an accompanying ticket for their companion at NO cost.

Disability Access

Disability Access is available for most tours. Please contact the Council on 8571 1550 to confirm your booking so that access can be confirmed.

On-hold Tickets

The Box Office will hold tickets for a phone booking for 2 working days to allow a patron an opportunity to make a payment for the tickets, or at the Box Office operators discretion, unless:

- The tour is 5 days from occurring and heavily sold;
- The tour is sold out and holding may disadvantage other purchasers.