

Space Travel Dome & Planetarium

Booking Terms & Conditions 2025 / 2026

The following terms and conditions are designed to protect both parties and help guarantee we will deliver our promise of an unforgettable Space Travel Dome & Planetarium experience. Please ensure you read and understand the terms and conditions fully.

1. Dome Operational Requirements **THIS IS NON-NEGOTIABLE FOR SAFETY.**

Floors Space- the dome requires a minimum of **26 x 26 feet with no obstructions** The floor needs to be level, sturdy and clean. Ceiling height must be a **minimum of 13 ft with no obstructions.**

The space needs to be hazard-free, indoors, and have reasonable heat and air conditioning.

- a. **Floor space- MUST be cleared of ALL objects BEFORE we arrive to set up the dome.**
- b. **Floor Surface-** Must be clean to avoid dirt or staining substances coming into contact with the dome projection surface. If the floor is dirty when we arrive, it will first need to be cleaned before we can begin setting up, which **will delay or cancel the program.**
- c. **Ceiling height-** the dome requires a **minimum of 13 foot to the ceiling**, with no obstructions, light fixtures, fire detection sensors, Wi-Fi hubs, fire water sprinklers or suppression systems etc. in that clearance space.
- d. **Electrical outlet** – the dome requires access to **TWO SEPERATE** standard power outlets, **WITHIN 25 FEET** of the dome. Longer distances can be accommodated with advance planning.
- e. **Elevators-** If the space for the dome to be set up is not on the ground floor we will require an elevator. The dome and equipment cannot be carried up more than **3 steps.**
- f. **Supervision of Students** - School shows must always have at least one teacher / adult with the students in the dome, at all times. Teachers must remain with their class while they are outside the dome as well. Teacher / Adult must not leave the students unattended even for brief periods.
- g. **Chairs** - We provide small floor cushions to sit on. The venue is responsible for providing 4 small or folding type chairs for teachers or students who are not able to sit on the floor.
- h. **Disability Accommodations** - If any students or staff have a disability that requires accommodation i.e. mobility, sight, hearing, sensory etc., you must let us know **before** our visit. We can make accommodations with prior planning. We cannot guarantee accommodation without prior planning.
- i. **Student illness** – Any student who has had symptoms of **any** illness during the show day must not attend the dome show. Even if the student is "*feeling better*" at their classes' scheduled time, we ask that they not attend the show out of an abundance of caution and consideration for the health of their fellow students.

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2. Pre-Booking Site Visit

- a. **Site suitability survey** - A member of the Dome Team will visit your proposed location to measure and inspect the space you would like the dome to be set up in, without charge.
- b. **Site suitability without a survey** – if your site location is not available for a Dome Team member to survey, you can measure the site yourself. Please read ALL the requirements for site and space suitability. You will need to sign a release that the space conforms to our minimum requirements. **If upon arrival to set up the dome we find the site does not meet size or condition requirements, the event will be cancelled, and you will forfeit your deposit.**
- c. **Site unsuitability** - If we arrive to set up for a booked date and find the site is not suitable, the event will be cancelled, you will forfeit your deposit.
- d. **Cancellation** - Cancellation due to unsuitability of the location for dome set up will result in forfeit of your deposit.

3. Payment

- a. After your booking is confirmed, you will receive an invoice requesting a **deposit of \$100 per show day. Show days are not confirmed until deposit is received.**
- b. Payment of deposit indicated acceptance and agreement with these terms and conditions.
- c. Full payment is due by the first day of shows.
- d. If you are unable to pay by the invoice deadline, please notify us as soon as possible and we will discuss an alternative date.
- e. We will not issue a reminder before payment is due.
- f. Your deposit will be held securely, and should you cancel within the agreed time frame your deposit will be refunded in full.
- g. On receipt of payment in full, we will email you an acknowledgment. Receipts are only issued on request.
- h. If payment has not been received after 30 days from date of services, we reserve the right to impose a \$50 late fee. Unpaid debts will be forwarded to a debt collection agency, after which you will also be liable for all administrative, legal and court fees.

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- i. Invoice states accepted payment methods are check or bank deposit. Credit card payments must be arranged in advance and will incur a processing fee.

4. Booking Cancellation / Refund Policy

- a. If you need to cancel a booking due to unforeseen circumstances, we will try and arrange an alternate date with you.
- b. To receive a full refund, cancellations need to be made at least **thirty days** before the first day of shows. If cancellations are made after that period, we reserve the right to retain your deposit, to recover costs due to loss of business.
- c. In the event of a Covid-19 outbreak and the booking is cancelled at very short notice, we will issue a refund or arrange an alternate date with you if you prefer.
- d. If our presenter becomes ill and cannot deliver a booking at very short notice, we will issue a refund and arrange an alternate date with you if you prefer.
- e. **If full payment is not received by the invoice due date, AND you have not discussed late payment options with us, we reserve the right to cancel the booking, and retain the deposit.**

5. Scheduling Show Day

- a. Space Travel Dome has a variety of shows for grade and subject.
- b. We are happy to provide you with a sample schedule template to help you plan a show day.
- c. Schedules must contain adequate time for transition between shows, comfort breaks for presenters, and a lunch period.
- d. Shows must be scheduled within the normal bell schedule for the school day.
- e. Student numbers will not exceed safe capacity of the dome.
Presenter reserves the right to adjust the number of students in the dome for safety.

6. Capacity- Presenter reserves the right to adjust the number of students in the dome for safety.

35 Children grades VPK – 4

30 Children grades 5 - 8

25 Children grades 9 and up

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25 Adults and children mixed

7. Booking expectations on the day

Set up Times - Our mobile planetarium dome requires time for set up and take down. Please ensure your school schedule allows for this:

1. the 6m dome requires 90 minutes to set up initially and 60 min to pack away.
 2. Once the dome is assembled it must remain in place for the duration of the shows.
 3. The power will be switched off and dome deflated at the end of each show day during multiple day events.
- a. The customer must provide an indoor space large enough for the dome. This is a minimum 26 x 26 foot on the floor and 13 ft to the ceiling, excluding any objects which may hang down from it.
The floor needs to be level, sturdy and clean.
The space needs to be hazard-free, indoors, and have reasonable heat and air conditioning.
The operator reserved the right to cancel shows if the venue and room temperature exceeds safe operating conditions.
- b. **Accessibility** - Easy access to the venue is essential. This can include a ramp or elevator leading to the space where the equipment will be set up.
Ideally there should be no steps. **If there are more than 3 steps leading to the space where the dome is to be set up, please inform us beforehand.**
- c. **Elevator** - If the venue is not located on the ground floor, then an elevator will be necessary. The equipment is heavy, bulky, and transported on a narrow trolley (able to fit through standard doorways).
- d. **Equipment safety** - Most of our equipment is fragile and expensive and cannot be left unattended. If you wish to book the Space Travel Dome for more than one day, the dome will be powered down, deflated, and left in place overnight. **The room must remain locked when unattended.**

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- e. **Parking** - We will require parking for our small van. If parking is not available on your premises, please inform us beforehand with recommended alternate options, keeping in mind we have a significant amount of equipment to unload and reload.

If we incur unexpected parking charges, we will need to recover the fees by invoicing you.

8. Conduct and Behavior

- a. **It is the responsibility of teachers to maintain good behavior in the dome - it is not the responsibility of our presenters.**
- b. **Professional experience** - Space Travel Dome has over 12 years of experience delivering friendly, educational, entertaining, and enjoyable experiences for everyone involved. **Presenters need the teachers' support in maintaining a safe and orderly environment.**
- c. **Code of Conduct** - If any person does not adhere to our Audience Code of Conduct and acts outside what is considered appropriate behavior, Space Travel Dome staff reserves the right to ask them to leave the dome.
- d. **Damage** - If any equipment is damaged by an individual of your organization or audience member (including children, teachers, students, or adults) due to misconduct, then we will request compensation for the full replacement value of the damaged item(s).
- e. **Unauthorized people** - We strongly recommend you ensure the area around the dome is kept clear at all times. There must be little or no traffic of people around the dome. Students not booked into the dome cannot be in the vicinity of the dome without teacher supervision.
- f. **Operators' discretion to cancel** - Our members of staff have the right to cancel the booking on the day, with no refund being issued, under the following circumstances:
- On arrival the venue is found to be unsafe for *Space Travel Dome* staff to operate in
 - The space where the dome is to be set up is not clean and cannot be cleaned and dry within 15 minutes e.g. very dirty or wet floor
 - The space is not protected from the elements such as wind, rain, or strong direct sunlight.
 - The audience is rude, abrasive, or behaves violently outside or inside the dome.

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- Any member of your organization acts inappropriately towards *Space Travel Dome* staff, including swearing and inappropriate language, inappropriate physical contact, making staff uncomfortable, any behavior making it impossible or unsafe for our presenters to deliver a performance.

9. Complaints Procedure

We pride ourselves in exceptionally positive customer feedback, however there is always a possibility thing may go wrong. Our primary concern is customer satisfaction. Please follow this procedure in the event of a serious issue / complaint: Please email the director Jennifer Lutin immediately at jlutin@SpaceTravelDome.com. Your complaint will be assessed and acted upon within 24 hours. We will contact you directly to discuss the content of your email. If we are at fault, appropriate compensation will be issued. If we are not at fault, we will attempt to reach a compromise and find a mutually acceptable arrangement.

10. **Health, Pandemic, Illness** - Very occasionally unexpected ill-health may prevent us from delivering a booking. We will do our best to find an alternative mobile dome operator to take our place, although naturally this cannot be guaranteed at short notice. If we are unable to provide the booked show dates due to health issues, we will refund your payment.

As a gesture of understanding the inconvenience and disappointment, we will be happy to explore a future date for shows at a discounted rate.

Audience Code of Conduct

Please note that if our Audience Code of Conduct is not adhered to by members of the audience, the customer will be held liable for any resulting accidents or damage to the equipment.

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- Please do not run outside the inflatable dome.
- Please do not run inside the inflatable dome.
- Please do not eat or drink near or inside the inflatable dome.
- Audience members under the age of 18 must be always supervised by one or more adults.
- Please do not touch the inflatable dome or any of the equipment inside or outside it.
- Please treat everyone around you, including Space Travel Dome staff, with respect.
- Photos are encouraged with the **FLASH OFF**. (Class photo will be taken in the dome at the end of the show with the teacher's phone or camera)

We recommend that the code of conduct be shared with all teachers who will be accompanying students in the Space Travel Dome.

Thank you for your assistance in creating a safe and exciting Space Travel Dome event!
If you have any questions, please ask, we are excited to work with you to create an amazing event.

Dr Jennifer Lutin & The Space Travel Dome Team

ADDENDUM REGARDING EMERGENCY DRILLS

Please provide advance notice of ANY emergency drills planned during our visit to your school. Complex drills like 'active shooter' drills which require specific actions by staff and students must be explained to us before the school day begins.