



COMMITMENT FEE FAQs

1. What is the Commitment Fee?

The Commitment Fee is a \$100 non-refundable payment required to secure your preferred STAR Days date. It is paid via credit card at the time of submitting your booking request online.

2. Why is there a Commitment Fee?

The Commitment Fee helps us reduce last-minute cancellations and ensures our team can prioritise bookings from committed groups. It covers the staff time and effort involved in managing and preparing group bookings.

3. Is it deducted from our total cost?

Yes. The Commitment Fee is deducted from your final invoice once your booking is confirmed, and the deposit is paid.

4. Can the Commitment Fee be refunded?

No. The Commitment Fee is non-refundable under all circumstances, including cancellations, no-shows, or if you choose not to proceed with your booking.

5. What happens after we pay the Commitment Fee?

You'll be contacted by our STAR Days Coordinator to confirm provisional numbers and catering needs. We will then issue your deposit invoice to confirm your booking.

6. Can we reschedule our visit?

Yes, you may request to reschedule, provided it is made at least 24 hours prior to your visit and is within the STAR Days season. Reschedules are subject to availability.

7. What if someone gets sick on the day?

Please speak with our Customer Service team. While refunds are not guaranteed, we will do our best to assist where possible.