



## WORKSHOP CREDIT / GIFT VOUCHERS

### HOW TO REDEEM

To redeem a workshop voucher, please email [info@shbg.com.au](mailto:info@shbg.com.au) before booking your workshop.

Please quote your **voucher number** and advise which workshop you would like to attend. SHBG will confirm workshop availability and eligibility and provide instructions for completing your booking.

**Please do not enter the voucher number into the TryBooking booking system, as voucher credits cannot be redeemed using TryBooking.**

### TERMS & CONDITIONS

- Valid for the number of SHBG-run workshops stated on the voucher, held between 1 January and 30 November 2027.
- Bookings are essential and subject to availability. A voucher does not guarantee a place.
- The voucher must be redeemed by contacting [info@shbg.com.au](mailto:info@shbg.com.au) prior to booking.
- No balance or change is given. Any unused voucher value is forfeited. If the workshop cost exceeds the voucher value, the remaining balance must be paid by the voucher holder.
- Workshop bookings can only be cancelled with at least two weeks' notice. No-shows will forfeit the voucher.
- The voucher is not redeemable or exchangeable for cash and cannot be refunded.
- Valid for SHBG-run workshops only. Not valid for externally run workshops or other purchases, unless otherwise agreed in writing by SHBG.
- The voucher may be transferred to another person but cannot be resold for profit.
- The voucher expires 30 November 2027 and cannot be extended.
- Lost or stolen vouchers cannot be replaced unless verified by SHBG.
- Workshop cancellations may occur due to unforeseen circumstances. In this event, the voucher will be re-issued for use on another eligible SHBG-run workshop.
- SHBG reserves the right to verify the validity of the voucher before accepting it.

1 Old South Road Bowral NSW 2576   **Postal** PO Box 452 Bowral NSW 2576   **Phone** 0456 752595

**Email** [admin@shbg.com.au](mailto:admin@shbg.com.au)   **Web** [shbg.com.au](http://shbg.com.au)

Southern Highlands Botanic Gardens Ltd ABN 68 164 166 821