

Terms and conditions:

Cancellation policy:

Should you have any queries or wish to change your booking, please contact the Miele Experience Centre on 1300 4 MIELE (1300 464 353) for Australian residents or 0800 4 MIELE (0800 464 353) for New Zealand residents. Please refer to the below cancellation periods.

Appliance demonstrations:

A full refund will be provided where notification is received at least **72 business hours** prior to the event. Refunds are not provided for any cancellation received after this time or for non-attendance on the day.

MasterClass and special event bookings:

A full refund will be provided where notification is received at least **7 days prior** to the event. Refunds are not provided for any cancellation received after this time or for non-attendance on the day.

Food allergies:

Please note due to the format of our appliance demonstrations and MasterClass events we are unable to cater for all food intolerances. However, if you have an allergy please get in contact with our Centre team as soon as possible so we can discuss if we are able to accommodate your requirements. We cannot guarantee completely allergy-free meals. This is due to the potential of trace allergens in the working environment and supplied ingredients.