

**Terms & Conditions for booking Museum learning programs**

- The South Australian Museum (the Museum) aims to provide a safe and inclusive environment for all visitors, staff, volunteers, and contractors.
- All members of school groups attending an educator led session must be included in a valid booking.
- The Museum may refuse entry to any sessions without the presentation of a valid booking.
- All admissions are valid only for the time and date specified in the booking.
- The Museum may refuse entry if a group is late or arrives outside of the time and date specified in the booking.
- All ticket prices are in AUD.
- All payments will be by invoice.
- Museum Membership discounts do not apply to individuals visiting as part of school groups.
- All learning programs must be booked a minimum of two (2) weeks prior to the event date.
- All reasonable efforts will be made to accommodate the needs of the school, however times and dates for sessions will be offered by the Museum on the basis of availability and preferred times and dates may not be available.
- The maximum number of students that can attend a single session may vary depending on the program booked. Maximum numbers will be communicated by the Museum and are non-negotiable.
- Accompanying Adults must remain with the participating students at all times, at the ratios specified by the Department for Education excursion policy.
- Bookings cannot be used for any advertising, promotion, competition or other commercial purposes without the authorisation of the Museum.
- A minimum of 10 students (aged between 5-18 years) booked for the same day and session is required to qualify for school bookings.
- Learning programs are intended for organised school groups. Other groups such as community groups, OSCH, and higher education organisations will be considered upon request.
- School staff are responsible for ensuring appropriate behaviour of students at all times. Where student behaviour puts others or collections at risk, the Museum reserves the right to ask for the students to be removed from the session, or to stop or end the session. No refund will be given if a session is ended early due to student behaviour.
- The Museum reserves the right to contact school groups to confirm details of the booking prior to the event.

**Refunds & exchanges**

- The number of attending students must be confirmed with the Museum four (4) business days prior to the event. Refunds will not be available once numbers are confirmed.
- Please ensure you book the correct number of tickets. Refunds cannot be offered if fewer attendees arrive on the event day. Any additional attendees will be charged to the school via an additional invoice.

**OFFICIAL**

- Requests to swap tickets to a future date can be made to [education@samuseum.sa.gov.au](mailto:education@samuseum.sa.gov.au). Reasonable efforts will be made to meet the request if the request is made more than four (4) business days prior to the event date, but sessions are subject to availability and rescheduling cannot be guaranteed.
- In the event a booking is cancelled, a refund may be issued if the request is made more than four (4) business days prior to the event date.
- Tickets are not refundable and cannot be swapped to a new date after the date and/or scheduled time of entry.
- Any refund payable will be made to the original purchaser via the original payment method.
- Equity pricing is available to Category 1-4 Department for Education schools only. This classification applies only to schools within the South Australian Department for Education and does not apply to Independent, Catholic, homeschool, or other private education groups.
- Any discounted rates for regional schools is based on definitions from the Department for Education.
- The Museum is not responsible for any ancillary expenses incurred by the ticket holder in the event the Museum is closed, or any events are cancelled due to unforeseen circumstances.
- The Museum reserves the right to cancel any ticket and refund the ticket amount, less booking fees, where there has been an error in ticket pricing, whether due to human error or website malfunction.