

## General terms and conditions for hiring Education Materials

- The term education materials includes, but is not limited to, Discovery Cases, Preschool Learning Kits, and Tactile Learning Kits.
- Education materials are for education groups only, including preschools, schools, adult education, and OSCH groups.
- Other groups, including community groups, libraries, and other organisations will be considered on request.
- Education materials will not be loaned to private residences.
- Education materials are loaned on a first come first served basis.
- Loan rates are charged weekly, with a new week being charged after every seven (7) days.
- Remote and regional schools (as defined by the Department for Education) may be eligible for discounted loans. This will be offered at the discretion of the Museum.
- All prices are in AUD and are inclusive of GST.
- The group borrowing the case is responsible of collection, transport and return of the materials.
- All payments will be issued via invoice.
- Bookings will be confirmed, and invoices processed four (4) days prior to the arranged collection date.
- Late returns will be charged for additional weeks to cover the entire length of the loan.
- Groups may be charged for the replacement or repair of any items which are lost or which are excessively damaged beyond what can be considered reasonable wear and tear.
- An adult must supervise the use of the case at all times.
- Museum Membership discounts do not apply to individuals or groups hiring education materials.
- The Museum reserves the right to contact groups to confirm details of the booking prior to the day of collection.
- Materials must be collected and returned by the group making the booking. Postage of cases can be arranged at the cost of the customer.

## Refunds & exchanges

- Requests to swap bookings to a future date can be made to [education@samuseum.sa.gov.au](mailto:education@samuseum.sa.gov.au). Every effort will be made to meet the request, however this is not guaranteed.
- Failure to return the case on the agreed date will result in the group being charged the standard weekly rate every week until the case is returned.
- Any refund payable will be made to the original purchaser via the original payment method.
- The Museum is not responsible for any ancillary expenses incurred by customer in the event the Museum is closed, or any events are cancelled due to unforeseen circumstances.

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- The Museum reserves the right to cancel any booking and issue a refund where there has been an error in ticket pricing, whether due to human error or website malfunction.

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