

## **Ticketing Terms & Conditions**

### **General terms and conditions for ticketed exhibitions**

- The South Australian Museum (the Museum) aims to provide a safe and inclusive environment for all visitors, staff, volunteers and contractors.
- All persons entering a ticketed exhibition must present a valid printed or electronic ticket.
- The Museum may refuse entry to any of its ticketed exhibitions without the presentation of a valid ticket.
- All admission tickets are valid only for the date/time stated on the ticket.
- All ticket prices are displayed in AUD.
- A booking is not confirmed without the full receipt of payment.
- Unless specified, tickets are valid for one entry only to the exhibition.
- Valid identification for concession ticket holders must be produced at exhibition entry. Concessions include, but are not limited to, Seniors, student, Healthcare and Companion cards.
- Museum Members must show their valid membership card or renewal email when presenting their ticket at the exhibition entry desk to use their member discounted ticket.
- Last entry into an exhibition is recommended at least 45 minutes prior to Museum closing. Requests to enter after that time are at the discretion of exhibition ticketing staff. No discounts will be offered.
- Exhibition tickets cannot be used for any advertising, promotion, competition or other commercial purposes without the authorisation of the Museum.

### **In addition to the general terms and conditions the following apply to tickets purchased for the GONDWANA VR experience:**

- Only 'Exhibition entry with VR experience' tickets purchased to enter *GONDWANA VR: The Exhibition*, or VR experience tickets purchased inside the exhibition, will be permitted entry to the VR experience.
- By purchasing VR experience ticket/s you, and any other ticket holder, have read and agreed to the VR experience health and safety notice.
- Your VR experience is booked for a 15-minute session at the set time and date you have chosen.
- All admission tickets are valid only for the date and the session time stated on the ticket.
- If you are late or unable to attend your session time at the set time booked you will be provided the next available session to attend.
- The Museum provides no guarantee of the availability of the VR experience at another time if you are late for, or cannot attend, your booked session.
- All persons entering the VR experience within the exhibition must present a valid printed or electronic ticket.

### **Refunds & exchanges**

- Tickets purchased online will be refunded, less booking fees, to the buyer if requested up to one business day before the exhibition date of entry on the ticket.
- Requests to swap tickets to a future date within the exhibition period can be made to [bookings@samuseum.sa.gov.au](mailto:bookings@samuseum.sa.gov.au). Every effort will be made to meet the request.
- Tickets are not refundable after the date and/or session time of entry.
- 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 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.

**In addition to the refunds & exchanges terms and conditions the following apply to tickets purchased for the GONDWANA VR experience:**

- VR experience tickets will not be refunded if you are unable to complete all, or part thereof, of your 15-minute session due to health and/or safety reasons outlined in the health & safety notice that you have consented to prior to use of the VR headset.
- If you are unable to complete all, or part thereof, of your 15-minute session for any other reason refunds or exchanges are at the discretion of the Visitor Services Team.
- If you are late or unable to attend your booked session, you will be offered an alternative session time. If you are unable to attend the alternative session time the Museum is not required to offer you a refund.

**Gift Card Terms & Conditions**

Gift cards purchased through the South Australian Museum's Humanitix Shop (<https://events.humanitix.com/gift-cards/sam-gift-card>) are:

- not reloadable;
- not redeemable for cash;
- single-use and closed-loop (i.e. gift card may only be used via the Museum's Humanitix Shop for purchase of select paid exhibition and event tickets hosted by and from the South Australian Museum and no other merchant or company).
- delivered by email and contain instructions to redeem at checkout. For our full Terms & Conditions, please visit the Museum's website.

Please save and print your gift card upon receipt as your record of the card's three-year card expiration date.