

General terms and conditions for hiring Education Trolleys

The South Australian Museum (the Museum) aims to provide a safe and inclusive environment for all visitors, staff, volunteers, and contractors. Museum staff, or contractors working on behalf of the Museum, reserve the right to refuse entry and/or to evict, without compensation, any person(s) who exhibit abusive, disruptive, or offensive behaviour and/or language.

- Education Trolleys are for education groups only, including school, adult education, and OSHC groups.
- Other groups, including community groups and tour groups will be considered on request.
- A minimum of 10 students is required to be considered for a trolley booking.
- Education trolley sessions are led by teachers and will not be facilitated by Museum staff.
- Trolleys must be booked prior to arrival at the Museum, and staff may refuse access to an education trolley where no prior booking is made.
- Trolleys are available during Museum opening hours Monday – Friday only.
- Trolleys are booked by the hour and the Museum may refuse access to an education trolley if a group arrives at the Museum outside of the arranged time.
- The hourly rate applies to each trolley individually. Where more than one trolley is booked simultaneously, the rate will be charged for each trolley.
- A minimum booking of one (1) hour is required for each trolley booked.
- All bookings are valid only for the date/time arranged with the Museum.
- All payments will be issued via invoice.
- All prices are in AUD.
- Museum Membership discounts do not apply to trolley bookings.
- The Museum will confirm the booking and invoice the school/OSCH group four (4) days prior to the visit.
- The Museum reserves the right to contact school/OSCH groups to confirm details of the booking prior to the day of the visit.
- The key to the hired trolley will be collected from Museum staff in the Main Foyer at the arranged time and is to be returned to the information desk at the end of the agreed time period.
- Access will be charged for the duration arranged with the Museum prior to the visit. Additional charges may apply if a group fails to return the trolley key at the agreed time.
- School groups using the trolleys are responsible for locking the trollies at the end of their session and return the key to Museum staff.
- Schools may be charged for the replacement or repair of any items which are damaged due to student misbehaviour or lack of adequate adult supervision, including any damage to Museum objects or spaces outside of the trolley.
- An adult from the group which made the booking must supervise the use of the trolley at all times.
- An adult must be responsible for opening and operating the trolley. Students must not open doors or drawers, or move the trolley.

- All items must remain in the immediate vicinity of the trolley and must not be carried through or outside of the Museum.
- The trolley must stay in its position and must not be moved to other locations in the Museum.

Refunds & exchanges

- Education groups who have booked a trolley will be asked to confirm their booking four (4) business days prior to their visit. Once confirmed groups will be invoiced and no refund will be available after this time.
- Refunds cannot be offered if a booking is missed or a group chooses not to access the trolley on the day of their booking.
- Requests to swap bookings to a future date can be made to education@samuseum.sa.gov.au. Every effort will be made to meet the request. If session times are unable to be swapped, a refund may be offered if the request is made no later than up to four (4) business days prior to the original event date.
- Fees are not refundable on or after the date 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 booking and issue a refund where there has been an error in booking or pricing, whether due to human error or website malfunction.