

General terms and conditions for hiring Discovery Cases

- Discovery Cases are for education groups only, including schools, adult education, and OSCH groups.
- Other groups, including community groups, libraries and other organisations will be considered on request.
- Discovery Cases will not be loaned to private residences.
- Discovery Cases are loaned on a first come first served basis.
- A standard booking is for two (2) weeks. Shorter loan periods will incur the full fee for a two-week booking.
- Loans of longer than two (2) weeks can be requested and will be charged for each additional week.
- Remote and regional schools (as defined by the Department for Education) may be eligible for discounted loans and longer loan periods. This will be offered at the discretion of the Museum.
- All prices are in AUD.
- The group borrowing the case is responsible of collection, transport and return of the case.
- All payments will be issued via invoice.
- Bookings will be confirmed, and invoices processed four (4) days prior to the arranged collection date.
- Groups may be charged for the replacement or repair of any items which 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 Discovery Cases.
- The Museum reserves the right to contact groups to confirm details of the booking prior to the day of collection.
- Cases 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. Every effort will made to meet the request.
- 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.
- 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.