

Terms & Conditions for 'On Request' Teacher Professional Development

- The South Australian Museum (the Museum) aims to provide a safe and inclusive environment for all visitors, staff, volunteers, and contractors.
- Professional Development sessions are designed for school educators, and is not available for private individuals, students, or non-school groups.
- All members of groups attending Professional Development sessions must be included in a valid booking.
- The Museum may refuse entry to anyone who has not been included in 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 attending Professional Development sessions.
- All reasonable efforts will be made to accommodate the needs of school groups, 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 and cannot be guaranteed.
- A single session is defined as one (1) one hour session consisting of a tour and resource exploration.
- A maximum of 40 educators can attend a single session.
- Schools wishing to book in excess of 40 educators will be required to make multiple session bookings.
- Bookings must include a minimum of 10 educators for a session to proceed.
- Bookings cannot be used for any advertising, promotion, competition or other commercial purposes without the prior authorisation of the Museum.
- Reasonable requests for topics and content to be customised will be considered upon request, however this is dependent on available resources and cannot be guaranteed.
- Cultural tours of the Australian Aboriginal Cultures Galleries are not included in these sessions.
- The Museum reserves the right to contact school groups to confirm details of the booking prior to the event.

Invoicing, refunds & exchanges

- Invoices for Professional Development sessions will be issued by invoice.
- Confirmation of attendance and number of participants will be required no less than 10-business days prior to the booking.
- Please ensure you book the correct number of tickets. Refunds will not be offered if fewer attendees arrive on the event day. An additional invoice will be issued for any additional attendees who were not covered by the initial booking.
- If confirmation of attendance and participant numbers have not been provided 10-business days prior to the booking date, the session will be cancelled and will only be rescheduled upon request.

- Requests to exchange sessions to a future date or time can be made to education@samuseum.sa.gov.au. The Museum will make every reasonable effort to meet the request.
- If tickets are unable to be exchanged, a refund may be offered if the request is made more than 5-business days prior to the event date and prior to the final confirmation of numbers.
- Tickets will not be refunded or exchanged to a new date after the date and/or session 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. 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.
- Discounts for regional schools apply only to schools within the South Australian Department for Education and do not apply to Independent, Catholic, homeschool, or other private education groups.
- Discounts for preservice teachers apply only to students studying an education degree at an Australian University.
- 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.