

General terms & conditions for ticketed school holiday programs

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.

- All persons entering a ticketed event must present a valid printed or electronic ticket.
- All admission tickets are valid only for the date, time and event stated on the ticket.
- All ticket prices are displayed in AUD.
- A booking is not confirmed without the full receipt of payment.
- Unless otherwise specified, tickets are valid for one entry only to the event.
- Valid identification for South Australian Museum Junior members must be produced at event entry.
- Event tickets cannot be used for any advertising, promotion, competition, or other commercial purposes without the authorisation of the Museum.
- Unless otherwise specified, a supervising adult must attend the event with the attending child and must stay for the duration of the event. This adult does not need to purchase a ticket unless otherwise stated.

Refunds & exchanges

Tickets purchased online can be refunded, less booking fees, to the buyer if requested no later than up to one (1) business day before the exhibition date of entry on the ticket.

Any refund payable will be made to the original purchaser via the original payment method.

Tickets are not refundable, or able to be swapped for a future date, on or after the date of entry.

Tickets are not refundable in the event a ticket holder does not enjoy the event.

Requests to swap tickets for an alternate session of the same event can be made to education@samuseum.sa.gov.au. Every effort will be made to meet the request. Tickets that have been swapped to new session times are not eligible for refunds.

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.

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