

## **School/OSHC Group Exhibition Ticketing Terms & Conditions - Paying by Invoice**

### **General terms and conditions for ticketed exhibitions for school/OSHC groups paying by invoice**

- The South Australian Museum (the Museum) aims to provide a safe and inclusive environment for all visitors, staff, volunteers, and contractors.
- All members of school/OSHC groups entering a ticketed exhibition must have a valid ticket or booking.
- The Museum may refuse entry to any of its ticketed exhibitions without the presentation of a valid ticket or booking.
- All admission tickets are valid only for the date/time stated on the ticket.
- All ticket prices are displayed in AUD.
- 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 Membership discounts do not apply to individuals visiting as part of school/OSHC groups.
- 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.
- Where free supervising adult tickets are offered as part of school/OSHC group bookings, groups will be eligible for 1 free adult ticket per 6 primary school students, and 1 free adult ticket per 15 secondary school students. The relevant adult ticket must be purchased for any additional adults.
- A minimum of 10 students (aged between 5-18 years) is required to qualify for school/OSHC bookings.
- The Museum reserves the right to contact school/OSHC groups to confirm details of the booking prior to the event.
- Student bags cannot be brought into the exhibition space. Secure bag storage is limited and cannot be reserved or guaranteed. If secure storage is not available bags will need to be left outside the exhibition space at the owner's own risk.

### **Refunds & exchanges**

- Final numbers for bookings purchased via invoice must be confirmed with the Museum four business days prior to the event. Refunds will not be available once numbers are confirmed.
- Please ensure you book the correct number of tickets. Refunds cannot be offered if fewer attendees arrive on the event day. Any additional attendees will be required to have tickets purchased at the door at the general admission rate.
- Requests to swap tickets to a future date within the exhibition period can be made to [education@samuseum.sa.gov.au](mailto:education@samuseum.sa.gov.au). Every effort will be made to meet the request. If tickets are unable to be swapped, a refund may be offered if the request is made more than 4 business days prior to the event date and prior to the final confirmation of numbers.

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- Tickets are not refundable and cannot be swapped 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.
- 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.