

Terms and Conditions for School Bookings

All school bookings are subject to these booking terms and the Australian National Maritime Museum (ANMM) reserves the right to amend them at its discretion at any time. The ANMM also reserves the right to suspend school bookings at any time.

The ANMM consists of indoor museum galleries, a waterfront precinct and vessels docked at the Museum's wharf. School groups share these spaces with other members of the public so must adhere to guidelines to minimise risk and overcrowding of spaces.

Specifically:

- School groups are capped at 90 students.
- Student groups must always have a supervising teacher or parent chaperone present with them. The minimum supervisor to student ratio is 1:15, unless otherwise discussed at your time of booking.
- Teachers have duty of care for students and a school staff member is required to be always with students while they are at the Museum.
- A schedule for the day will be provided to teachers upon arrival. You can request a copy of the schedule ahead of time by contacting our bookings office at bookings@sea.museum or (02) 9298 3655. Please be aware that the schedule, locations, vessel availability, and duration of program/s may change due to unforeseen circumstances.
- Boarding a vessel **must** be arranged at the time of booking.
- Bags cannot be brought onto vessels or inside museum galleries. Secure bag storage is available and keys can be accessed at the reception desk. Additional free cloaking is provided at the front reception desk.
- No food or drink is allowed on the vessels or in Museum galleries.

Confirmation of a Booking

- A booking must be confirmed a minimum of 14 days prior to your scheduled visit.
- You will be sent a booking confirmation by e-mail. This is not an invoice.
- Any changes to numbers, times, dates, type of program or cancellations must be made in writing by emailing bookings@sea.museum no later than 7 days prior to the scheduled date of your visit, otherwise a cost may be incurred (see cancellation or non-arrival below).
- A reduction in numbers, which means fewer museum educators are required for your program, will not be honoured with a reduction in price if changes occur within 7 days of your visit. Any increase in numbers must also be communicated prior to arrival.
- A tax invoice will be issued after your visit to account for any changes in student numbers on the day.
- The bookings office is closed on weekends and no changes or cancellation requests will be actioned during this time.

Cancellation or Non-arrival

- Museum educators are employed on a casual basis and will still need to be paid if given less than 7 days' notice. Cancellations or non-arrivals will therefore be invoiced to cover the cost of the educators' shift.

Admission

- Coach drop-off is available via the museum entrance at 2 Murray Street. Onsite coach parking is currently unavailable. Onsite mini-bus parking, however, can be arranged with our bookings office (bookings@sea.museum or (02) 9298 3655) when you book.
- A museum educator will meet you at the Museum's main entrance when you arrive and you will be given a safety induction before the program begins.
- Entry cannot be guaranteed for groups without confirmed bookings.
- Early or late arrivals will be accommodated where possible, but we may not always be able to guarantee educator-led programs or self-guided entry as booked if your timings change.
- If your group is running late on the day, please contact the Bookings Office (bookings@sea.museum or (02) 9298 3655) or the Education Program Manager on (02) 9298 3723 or 0447 739 312.
- Any unexpected increase in the number of students on the day may impact our ability to provide a program to all students. In this situation the additional number of students above the threshold may not be able to participate in the program.
- School groups who pay for an educator-led program or self-guided visit have access to all ticketed temporary and permanent galleries in the main Museum building, unless otherwise stated.

Boarding the Museum Vessels

- All students visiting the vessels must always be under direct supervision of a teacher or parent chaperone.
- Specific levels of supervision are required on each vessel. Depending on the program, and numbers, not all students may be on a vessel simultaneously. This will be discussed with you when you make a booking.
- Closed-in flat shoes are required for all vessels. High heels are not permitted.
- School groups can only board vessels during their allocated program time provided during the site induction upon arrival.

Payment and Billing Information

- You will be invoiced after your visit to the museum.
- The ANMM requires a range of information to process school bookings. Without the necessary information being provided, the ANMM may not be able to confirm your booking. Please complete all fields which are marked as compulsory when book using our online booking form at <https://www.sea.museum/learn/make-a-booking>
- If the booking is being made on behalf of another organisation, please specify which contact details should be used for billing and which should be used for general communication about the booking.
- Our payment terms are nett 14 days.
- Refunds are not available.

COVID-19

- The ANMM follows the NSW Health COVID-19 guidelines and reserves the right to cancel your program to protect the health and safety of our staff and participants, or if an internal COVID-19 outbreak means we cannot provide staff for your program. In the event of a cancellation, or if COVID-19 impacts your staff or students within 7 days of your visit, we will work with you to reschedule your program.