



CANBERRA
MUSEUM
+ GALLERY



ACT
HISTORIC
PLACES

LEARNING PROGRAMS TERMS AND CONDITIONS ACT HISTORIC PLACES and CANBERRA MUSEUM AND GALLERY

Rules of Entry

- The Teacher In Charge retains duty of care over their students for the duration of their ACT Historic Places (ACTHP) or Canberra Museum and Gallery (CMAG) visit and are responsible for the conduct of their students. A school staff/community member must always accompany the students during their visit.
- School staff members etc. must comply with the ratio requirements of the Learning Experience as advised by ACTHP at <https://www.historicplaces.com.au/learning> or by CMAG at <https://www.cmag.com.au/learning>.
- ACTHP/CMAG does not accept responsibility for any negligent acts committed by visitors.
- ACTHP/CMAG visitors are responsible for the safekeeping and security of their personal belongings during their visit.
- All visitors must follow the directions of ACTHP/CMAG staff and must comply with any ACT health, safety, and emergency services requirements.
- ACTHP/CMAG sites are non-smoking venues.
- ACTHP/CMAG reserves the right to refuse entry to any visitor if these conditions are not followed.
- If your group is running late on the day of your visit, please contact ACTHP or CMAG using the details provided in your final confirmation email.
- CMAG recommends all school visitors wear closed shoes for safety reasons.
- ACTHP recommends all school visitors wear closed shoes, long pants, and sun protection for safety reasons, and bring a refillable water bottle.

Bookings and Payment

- All bookings must be confirmed a minimum of 14 days prior to the visit date. When a booking is still unconfirmed 14 days before a visit, the booking may be cancelled.
- Entry cannot be guaranteed for groups without confirmed bookings.
- Bookings are made through Humanitix via either the CMAG or ACTHP website (assistance can be provided by the Programs Bookings Officer).
- The ACTHP pricing schedule is available at <https://www.historicplaces.com.au/learning>
- Payment is due prior to your visit date. An invoice will be sent to the supplied email approximately 2 weeks prior to your booking date.
- Invoices are based on the estimated number of students as specified at the point of booking. You can change booking numbers (by contacting the Programs Bookings Officer) up until 21 days prior to your visit.
- ACTHP/CMAG reserves the right to refuse bookings to schools with outstanding invoices.

Cancellations and Rescheduling

- Any cancellations or rescheduling requests must be made in writing to the Program Bookings Officer.
- Any cancellations or rescheduling requests must be made at least 14 days prior to the visit date.
- For any rescheduling requests, the new proposed visit date needs to be at least 14 days in the future, this is to ensure ACTHP/CMAG can make suitable staffing arrangements.
- Any rescheduling request made with less than 14 days notice may be considered a cancellation.
- Cancellations made fewer than 14 days prior to a visit will incur a charge of 50% of the total booking fee.
- Cancellations made fewer than 7 days prior to a visit will incur a charge of the total booking fee.
- ACTHP/CMAG reserves the right to cancel a booking based on ACT Government health requirements, in the event of severe weather, or bush fire danger warnings.
- If ACTHP/CMAG cancels a booking, we will endeavour to reschedule it. If a new date cannot be identified, 100% of program costs will be refunded.
- In the event of wet weather, outdoor excursions will proceed under our wet weather plan which provides a alternative activities and keeps children undercover wherever possible.