



# NATIONAL MOTOR MUSEUM

## CANCELLATION POLICY

The National Motor Museum endeavours to provide our education programs to as many students as possible. This requires careful planning and means that changes can be difficult to accommodate, particularly with short notice.

When bookings are changed by the visitor and the request can be accommodated by the program, there will be no charge. If we cannot change the booking, rules for cancellation will apply. The Museum must be notified for all cancellations as soon as possible - 85684000.

### Cancellation fees

- Cancellations received within 10 working days of a program will incur an administration fee of 30% of the program cost.
- Cancellations received on the day of the program will incur the full cost of the visit.

### Exceptions

Extreme weather

- We follow the Department for Education's policy on excursions and extreme weather. Fees will not be charged for cancellations in those circumstances.

### **COVID-19**

- **No fees** will be charged to schools who need to cancel their excursions under the direction of the minister in regards to the spread of COVID-19.
- In the instance that a facility has a confirmed case of COVID-19 or a confirmed close-contact among staff, students, residents, or team members which requires the facility be closed, HTSA and its museums will **delay any bookings made by that facility for a minimum period of 14 days from the date that the case was identified**. Should no further cases occur during this period the booking may be rescheduled, subject to availability. Any subsequent cases within that period will extend the period an additional 14 days, starting from the date of the last confirmed case or close contact.
  - The period of 14 days is in accordance with current understanding of the COVID-19 incubation period.
  - No cancellation fees will be applied to any bookings cancelled or delayed due to circumstances relating to COVID-19 confirmed cases and all attempts will be made to reschedule within a reasonable timeframe.
- In the event the Museum needs to close due a positive COVID case within our team, you will be notified as soon as possible and arrangements will be made to rebook your visit at a later date, subject to availability.

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A History Trust of SA museum  
[history.sa.gov.au](http://history.sa.gov.au)  
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THE CENTRE  
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