

# National Motor Museum

## About your excursion

A schedule will be sent to you when your booking is confirmed. The schedule provided will advise of session times, recess and lunch breaks. Please contact us if alteration to the schedule is required.

When you arrive at the museum, please go to the main entrance and identify your school group. You will be met by the Visitor Engagement Officer who will direct you to your home base and assist you with your schedule.

We ask that you:

- Have an adequate supply of photocopied worksheets ready for your students and bring clipboards for students to use.
- Ensure that students' hands are clean before workshop sessions begin.
- Provide clear nametags for all students, teachers and parents in the workshop if possible.

## Frequently Asked Questions

### How do I book?

Once you have completed our booking request form, one of our team will contact you to confirm your booking. They will then create a schedule for your day and send through any necessary documentation, including risk assessments. Payment may be paid by credit card on the day or an invoice will be sent after your visit.

### How many students can attend?

Our education programs run in small rotating groups. The maximum number of students that can be accommodated in a four-hour visit with three rotations is 90. Larger school groups may need to plan their visit across multiple days.

### How will the schedule for my visit be arranged?

Once a booking is made with us, we will create a schedule for your visit including recess and lunch breaks, which allows all students to participate in the chosen activities. This schedule is based on the programs and activities booked, staff availability, and whether other school groups are visiting that day. For this reason, it may be difficult to change the schedule on the day of your visit. We ask that you check your schedule prior to your visit, and ensure all staff and adults follow it to ensure your visit runs smoothly.

The museum doors open at 10am and most schools aim to leave around 2pm.

## What are the supervision ratios for an excursion?

The SA government's [Camps and Excursions Procedure](#) requires that the following minimum adult-to-child and young person ratios be adhered to:

- 1:6 for preschool to year 2
- 1:10 for years 3 to 6
- 1:15 for years 7 to 12

## How is payment organised?

The National Motor Museum is cashless. Schools can either pay on the day with a credit card or a tax invoice can be sent to the school for the cost of the visit.

We will only invoice for the number of people who visit on the day, so we do not issue invoices in advance of the visit. Please provide the school finance or administration email address for payment of the invoice.

## What is your cancellation policy?

When bookings are changed by the client and the request can be accommodated, there will be no charge. If we cannot change the booking, the rules for cancellation will apply. The museum must be notified for all cancellations by contacting us at 8568 4000 or [motor@history.sa.gov.au](mailto:motor@history.sa.gov.au).

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.

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

In the event that the Museum needs to close due to catastrophic fire danger, you will be notified as soon as possible. Arrangements will be made to rebook your visit for a later date. Alternatively, the booking may be cancelled free of charge.

## Is the museum accessible for everyone?

The National Motor Museum welcomes all visitors. The museum is wheelchair accessible, with the exception of the 1920s Garage. There is an accessible bathroom on site, and guide dogs and assistance dogs are welcome. Sensory bags for adults and children are available upon request.

## Is there parking available?

Off-street parking is available in the museum carpark. Buses can drop off and collect school groups from the front forecourt and park in the lower car park.

## What should we do if we're running late?

Please call the museum as soon as possible on 8568 4000. We will do our best to accommodate you and adapt your schedule. Late arrivals may result in a shortened program or missed activities.

## Do you have bag storage?

We provide a secure bag storage location in the homebase. This is also where you can have recess or lunch in the case of inclement weather.

## Where can we eat morning tea and lunch?

Food and drink are not permitted in any part of the museum. Suggested areas for gathering and eating include the homebase, which is indoors, or in the grounds.

## What are the rules and expectations for student behaviour inside the museum?

We want students to enjoy their visit, interacting appropriately with both exhibits and each other. Please ensure that students respect the shared space by using quiet voices, walking safely, and following the instructions of their supervising adults. The museum is very big, with lots of galleries, so it is important for students to stay with their group. Objects on display should not be touched unless there is signage or a staff member permitting you to do so.

## What level of teacher involvement is expected in education programs?

Teachers are expected to supervise students actively while they are on the museum grounds. Teachers should also remain engaged with the program by staying off their phones where possible, as museum staff rely on teacher involvement. We recognise that occasional phone use may be necessary for communication with parents or school staff. We also ask teachers to refrain from using whistles in the museum.

Different programs will invite different types of student engagement. Teachers should take their lead on their supervision style from our visitor engagement officers. You may need to adjust according to the program you are attending.

## Do you have a gift shop?

We have a gift shop onsite with a range of souvenirs, books and other items. School groups are welcome to browse, time permitting, with adult supervision. Please note that our shop is cashless.

## Do you have a hot weather policy?

The Museum is closed on days of catastrophic fire danger rating. In the case of extreme heat, schools will be given the option of moving their excursion to another date.

The museum's main pavilion and education space are air-conditioned. The homebase is indoors, but not currently air-conditioned.

## Do you have an emergency management plan?

Yes, we have an emergency management plan and all our visitor engagement staff are trained in emergency evacuation procedures. In the event of an emergency, you should follow the directions of staff.

The nearest ambulance station is on Blumel road, approximately a two-minute drive from the museum.

## Are younger siblings allowed to accompany the school group?

Teachers may use discretion in allowing younger siblings to accompany the group, provided that the program capacity limits and supervision ratios are not exceeded. Children under 5 years of age can enter the museum free of charge.

## Do your staff have WWCCs and RRHAN-EC training?

Yes, all our staff have their Working with Children Check and have completed training in Responding to Reports of Harm and Neglect – Education and Care.

## How can I share feedback on our experience?

You will be emailed after your visit with a link to a survey in which you can submit feedback on the education programs you participated in. If you have any other feedback on your experience at the museum, please call us on 8568 4000 or email [motor@history.sa.gov.au](mailto:motor@history.sa.gov.au).