



QM Policy: Conditions of Entry

1.0 POLICY STATEMENT (Why this policy exists)

The enjoyment of all visitors is of paramount importance to the Queensland Museum (QM). QM is committed to providing a fair admission structure which allows all individuals and groups to enjoy their experience when visiting QM sites. It is a requirement of entry that you familiarise yourself with our Conditions of Entry before visiting the Museum for your own safety and comfort and the safety and comfort of our other visitors.

2.0 DEFINITIONS (Meanings of words and acronyms used in this policy)

Adult is any person over the age of 18 years.

Animals refer to domestic pets but does not include assistance animals such as seeing eye dogs.

Annual Pass is a purchased ticket valid for entry into specific Museum valid for 12 months from date of purchase. Entitlements for annual passes vary from Museum to Museum.

Carer is a person that is charged with the responsibility of caring for the child other than the primary carer (includes teachers, outside school hours carer or vacation care coordinator etc).

Child is defined in the United Nations Convention on the Rights of the Child as any human being under the age of 18, although for the purposes of this document, a child is any person between the ages of 3 and 15 years old inclusive.

Designated outdoor smoking areas are clearly defined areas with appropriate signage where smoking on a Museum is permitted.

Donation is a gift given for charitable purposes and/or charitable cause.

Dress Code is the appropriate attire to be worn whilst visiting all QM Sites.

Immediate family is a parent, spouse, child or sibling of staff.

Filming refers to images captured on moving camera (digital or tape) and mobile phone cameras.

FOC is free of charge.

Guardian is a parent or a person who has parental responsibility of a child or young person.

Horseplay refers to rowdy or boisterous behaviour.

Infant refers to any child under the age of 3 years.

Media are representatives from television stations, radio networks, publishing or broadcasting networks.

QM is the Queensland Museum.

Photography refers to images captured on still camera and mobile phone cameras.

Prohibited items include weapons such as firearms, knives (including pocket or Swiss Army knives but excludes picnic sets), laser pointers, glowsticks, alcohol and drugs.

Refreshments include hot and cold food and beverages.

Sites mean all Museums in the QM network and the Hendra off site store.

Smoking means a tobacco product, herbal cigarette, loose smoking blend or cigarette papers.

Staff refers to both paid and non-paid (volunteers) employees of QM.

Student for the purposes of this document is in reference to admission pricing and applies to persons over the age of 16 that carry a valid student concession card. This also applies to people holding current Government issued concession cards.

Suitable clothing includes all footwear, t-shirts, shirts, jeans, shorts but **excludes** swimwear, underwear and outerwear that may be offensive to other visitors.

Unruly behaviour refers to drunken, disorderly, violent and any behaviour that is not deemed acceptable by QM.

Visitors for the purpose of this policy refer to members of the public.

Young person for the purpose of this document is anyone from 16-18 years old inclusive.

3.0 SCOPE (Who this policy applies to)

This policy applies to all visitors to all QM sites.

4.0 PRINCIPLES (Any underlying legislation or general requirements for this policy)

- 4.1 All visitors have the right to have access to the exhibits and public displays of collection items at QM sites as the QM is the custodian for Queensland history and heritage.
- 4.2 All visitors are aware of their responsibilities whilst on QM sites.
- 4.3 QM has a duty to preserve the objects on display and unless there is an invitation to the contrary they must not be touched by any visitor.
- 4.4 Admission to sites will be fair and equitable for all visitors.
- 4.5 Children have the right to feel safe whilst visiting any QM site. The QM *Security and Safety in Working with Children* policy has been developed for this purpose.

5.0 ELEMENTS (The essential content of the policy)

5.1 CONDITIONS OF ENTRY

- 5.1.1** Children 15 years and younger must be accompanied by a person over the age of 18 i.e. an adult.
- 5.1.2** Young people will be allowed entry unaccompanied into Museums.
- 5.1.3** Minimum dress codes for visitors to all QM sites apply. All visitors as a minimum must wear footwear and suitable clothing.
- 5.1.4** All visitors visiting a QM site are expected to behave in an appropriate manner. QM reserves the right to refuse or revoke admission to any visitor identified as acting in an unruly manner by QM staff.
- 5.1.5** Prams and strollers are permitted on QM sites. Visitors must take care when using prams and strollers to avoid any damage to other persons and/or objects in the Museum. On some sites there are designated pram and stroller parking areas; visitors choosing to leave prams and strollers in these areas do so at their own risk.
- 5.1.6** Bags and backpacks are permitted onto QM sites. Bags and backpacks can be left at the cloakroom where available although visitors do so at their own risk. QM reserves the right to inspect bags and backpacks on entry/exit into QM sites.
- 5.1.7** Food and drink are not permitted to be consumed within the public areas of QM buildings except in cafes, external grounds and during an official function.
- 5.1.8** Visitors must obey all signs, notices and directions given by QM staff.

5.2. ADMISSION PRICES

- 5.2.1** Admission prices are set by individual QM sites and are publically displayed on the website and at the ticketing counter.
- 5.2.2** Child admission rates apply for ages 3-15 (inclusive) and children under the age of 3 are admitted free of charge (FOC).
- 5.2.3** Young people will be charged adult admission prices.
- 5.2.4** Students 16 years and older will be charged concession price on presentation of valid student ID.
- 5.2.5** Groups will receive a discount on admission. The number of people who constitute a group and the discounted amount will be determined at each Museum and publically displayed as well as being available on the Museum website.
- 5.2.6** Disadvantaged persons or groups may apply in writing for a waiving of admission fees clearly advising reasons for hardship or inability to pay and this will be at the discretion of the Director or their delegate.

- 5.2.7** Professionals with strong industry links or related industry expertise may apply in writing to be admitted FOC and this will be at the discretion of the Director or their delegate.
- 5.2.8** Donors, members and partnership organisations may apply in writing to be admitted FOC and this will be at the discretion of the Director or their delegate.
- 5.2.9** Companions of persons holding a valid and current Companion Card will be admitted FOC.
- 5.2.10** Immediate family members of staff are entitled to free entry to the public areas of any QM site while accompanied by that staff member.
- 5.2.11** Friends and extended family members will not be admitted free of charge.

5.3 REPLACEMENT OF ANNUAL PASSES

If an annual pass is lost or stolen, it should be immediately reported to the Museum from which it was purchased. One replacement card will be issued in the 12 month period for a fee to be determined by the Museum.

5.4 LOST PROPERTY

- 5.4.1** All lost property handed in and/or found will be written in the Lost and Found Register and items kept within security / reception of the Museum.
- 5.4.2** When lost property is claimed a notation will be written in the Lost and Found Register.
- 5.4.3** Lost property will be held for 3 months, at the end of that time items will be disposed of, recycled or given to charity. The Lost and Found Register will be amended to record the disposal of the property.

5.5 REFUNDS

- 5.5.1** QM sites that charge an admission fee or annual pass fee will not refund these monies.
- 5.5.2** However, if a request for a refund is received these will be considered on a case by case basis by the Director or person authorised by the Director.

5.6 REFUSAL OF ENTRY OR EVICTION

QM staff reserve all rights of admission to QM sites and grounds. For the comfort, safety and enjoyment of patrons, QM staff reserve the right to refuse entry to or evict:

- any unaccompanied child
- any person deemed to be intoxicated or affected by a prohibited substance;
- any unauthorised person;
- any person who exhibits abusive, disruptive or offensive behaviour and/or language;

- any person who attempts to wilfully damage property and /or a Collection item;
- any person who attempts to bring any restricted or prohibited item into a QM site; and
- any person who behaves in a manner that potentially could cause injury to themselves or others or whose behaviour and/or actions constitute a public nuisance.

5.7 CHILDREN

- 5.7.1** Children are not to be left unattended on any QM sites as per the *Security and Safety in Working with Children Policy*.
- 5.7.2** Responsibility for the care and well being of children at QM sites rests with their carer or guardians.
- 5.7.3** At no time must children be left without the direct supervision of their carer or guardian on any QM site.
- 5.7.4** Children identified as unattended by QM staff will be kept safe until the Supervisor of the area is advised and the Museum procedure for dealing with unattended children is followed. This may involve contacting the police.

5.8 ANIMALS

- 5.8.1** Animals are prohibited on all QM sites except for assistance animals.
- 5.8.2** A person with a disability who relies on a certified guide, hearing or assistance dog will have the same access rights as other members of the public and they will not be segregated from other patrons or separated from their dog.

5.9 SMOKING

- 5.9.1** As per legislative requirements, smoking is prohibited on all QM sites including cafes, grounds and car parks except for in designated outdoor smoking areas.
- 5.9.2** Designated outdoor smoking areas will be clearly signed.
- 5.9.3** For functions, a designated outdoor smoking area will be established by posting a diagram or other notice clearly showing the limits of the area.
- 5.9.4** For legislative requirements for smoking in outdoor eating and drinking places refer to [Tobacco and Other Smoking Products Act 1998](#).

5.10 PROHIBITED ITEMS

Prohibited items are not allowed on any QM sites. Individuals identified with prohibited items will be escorted from the premises in accordance with Museum procedure and the police will be called.

5.11 FILMING AND PHOTOGRAPHS

5.11.1 Photography and filming for private purposes are allowed on all QM sites with the exception of areas signed as photography/filming not being allowed.

5.11.2 Photography and filming for any commercial purpose, eg promotional material, must not occur unless prior written permission has been sought and obtained from QM.

5.11.3 In accordance with the *Security and Safety in Working with Children Policy*, photographing children is not permitted on any QM site unless permission has been gained from the child's parent or guardian prior to the activity.

5.12 MEDIA

Members of the media are not permitted on any QM site without prior consent from the Museum Director, Museum Marketing Manager, or the Corporate Communication and Marketing Manager. All enquires by media representatives are to be directed to the media contact at the QM site.

5.13 CONDITIONS OF ENTRY

Conditions of entry are subject to change without notice. Refusal to comply with these conditions of entry may result in the removal of the offender from the QM site.

6.0 RELATED DOCUMENTS

DOCUMENT TITLE	DOCUMENT LOCATION (html links)
Anti Discrimination Act 1991	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf
Assistance Animals Policy	In draft form.
Disability Services Act 2006	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisabServA06.pdf
Guide, Hearing and Assistance Dogs Act 2009	http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC004.pdf
Commission for Children and Young People and Child Guardian	www.ccydpcg.qld.gov.au
Child Protection Act 1999	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/ChildProtectA99.pdf
United Nations Convention of the Rights of the Child	http://www.unicef.org/crc
Working with Children Policy	Available from Queensland Museum on request.
Weapons Act 1990	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WeaponsA90.pdf

Weapons and Another Act Amendment 2003	http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2003/03AC005.pdf
Queensland Government Smoking Policy	http://www.psc.qld.gov.au/library/document/policy/smoking.pdf
Tobacco and Other Smoking Products Act 1998	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/T/TobaccoPrPrSuA98.pdf

7.0 DOCUMENT HISTORY (Summary of document amendments to be shown here:)

VERSION	DATE	AMENDMENT
0.1	September 2009	Draft
0.2	October 2009	Second draft
0.3	October 2009	Final copy sent to SMT for approval.

8.0 MORE INFORMATION (Who do I go to if I need to know more about this policy?)

Policy owner/creator:	Director Corporate Services and Business Development
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9.0 AUTHORISATION (When was the policy approved and by whom?)

Approved by:	Dr Ian Galloway
Title:	CEO
Approval date:	19/10/2009

10.0 REVIEW PROCESS (When will this policy change?)

This policy will be reviewed every 2 years and at other times if any significant new information or legislative or organisational change warrants a change to this document.

Once printed this document is no longer a controlled document.