



2019 Self-Guided Group - Conditions of Entry

Thank-you for booking a self-guided tour with us. Child safety and fair use of our facilities for all patrons is our priority. With an average of 2000-4000 patrons visiting us daily during weekends and the school holidays, please read the following information thoroughly and organise your groups pre-arrival accordingly to ensure an enjoyable visit.

SEA LIFE Melbourne reserves the right to remove any groups which do not adhere to the following guidelines, to ensure the safe and fair use of its facilities for all patrons.

Signing-in on Arrival:	To avoid blocking our foyer when attending with a large group, please keep students supervised outside until your head teacher has completed signing in at our Main Entrance customer service desk. Group leaders are required to sign the conditions of entry & ensure all supervising staff aware of these in case of issues.
Pre-entry Preparation:	Pre-organise your children into smaller groups before entry. It is advised groups of 20> enter 5 minutes apart to reduce overcrowding and safer movement through building.
Group Sizes:	Individual group sizes under 20 are advised.
Entry Timing:	Groups are not permitted to stay beyond their allocated time, regardless of late arrival.
Pre/Post Entry:	To ensure fair and safe use of our building and facilities, groups are not permitted to enter the Aquarium before or after their allotted two hour visit time. Groups are not permitted to exit and re-enter the building.
Payment:	IMPORTANT: Self-guided groups require a minimum of 10 students to make a booking. If numbers change on the day, the group will still be charged for a minimum of 10 students (not including teachers). This does not apply to special needs groups. If you choose to pay on the day with cash, please have the total amount ready as we do not accept split payments. Alternatively an invoice will be sent post excursion, we do not accept pre-payment.
Supervision:	Children are not permitted to explore the building on their own. Please ensure all students stay with a group leader at all times. It is the group leader's responsibility to supervise all group members throughout the duration of your visit at SEA LIFE Melbourne.
First Aid/Lost Child Procedure:	To avoid losing your children, we encourage the use of vest/lanyards for all students and adequate leader to student ratios. Should you lose a student in the building, please contact the nearest staff member. In case of lost children, the above signed teacher will be contacted.
Art Aquarium/School Holiday Activities:	Self-guided groups are not permitted to use the Art Aquarium space, participate in school holiday activities or take resources offered to full-entry paying customers.

School Bags/Tubs:	Please be advised we do not have storage for school bags. Students will need to carry any bags brought with them throughout the tour. Where possible, we suggest all bags and lunch tubs are stored on buses.
Accessibility:	We are a fully accessible building. Lift & ramps are available for any students with mobility needs. Lift use is strictly for visitors with mobility issues. Unless touring with children with mobility needs, groups are not permitted to utilise lifts. Stairs, ramps and escalators are to be used instead by all other patrons.
Toilets:	Toilet access is not available pre or post your excursion session. Main bathrooms are available at Coral Atoll (near the Café) level B1, and Antarctica.
Off-site Eating Arrangements:	Groups are not permitted to eat on site. The cafe is strictly for general patrons only and is not to be utilised by groups. Groups are encouraged to eat in nearby parklands. Some suggested eating spots: <i>Batman Park:</i> (across Kings Street lights) is a good alternative, however does not have a sheltered area. <i>Enterprise Park:</i> (adjoining the aquarium) Park with limited shelter under the bridges. <i>Flinders Street eaves:</i> This covered area is directly across from the Aquarium Dr (see map below).
Bus drop-off zones and Parking Arrangements:	There is short-term coach parking bays along Flinders street between William and King Streets, and in Aquarium Drive. Once passengers have disembarked, coaches need to park away from SEA LIFE Melbourne Aquarium in areas allocated by Melbourne City Council.
Public Transport:	We are located near both Southern Cross Railway Station and Flinders Street Railway Station. We are located in the Free Tram Zone. Any tram (35 city circle, 70, 75) along Flinders St will stop out the front.
Cancellation Policy:	Once confirmed, bookings cancelled within 10 business days of the scheduled date will incur a 30% cancellation fee to cover costs. Cancellations or non-arrival on the day will be charged in full. Cancellations made more than 10 business days prior to the scheduled date of visit will not be charged. The booking date can be rescheduled within the same year (subject to availability).
4D Cinema Offer:	Self-guided groups can also view the 4D movie for an extra \$1 per student. This must be added on prior to you entering the Aquarium as we are unable to add this to your experience once you have entered.



If you have any further queries, please get in touch.

The Education Team

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