

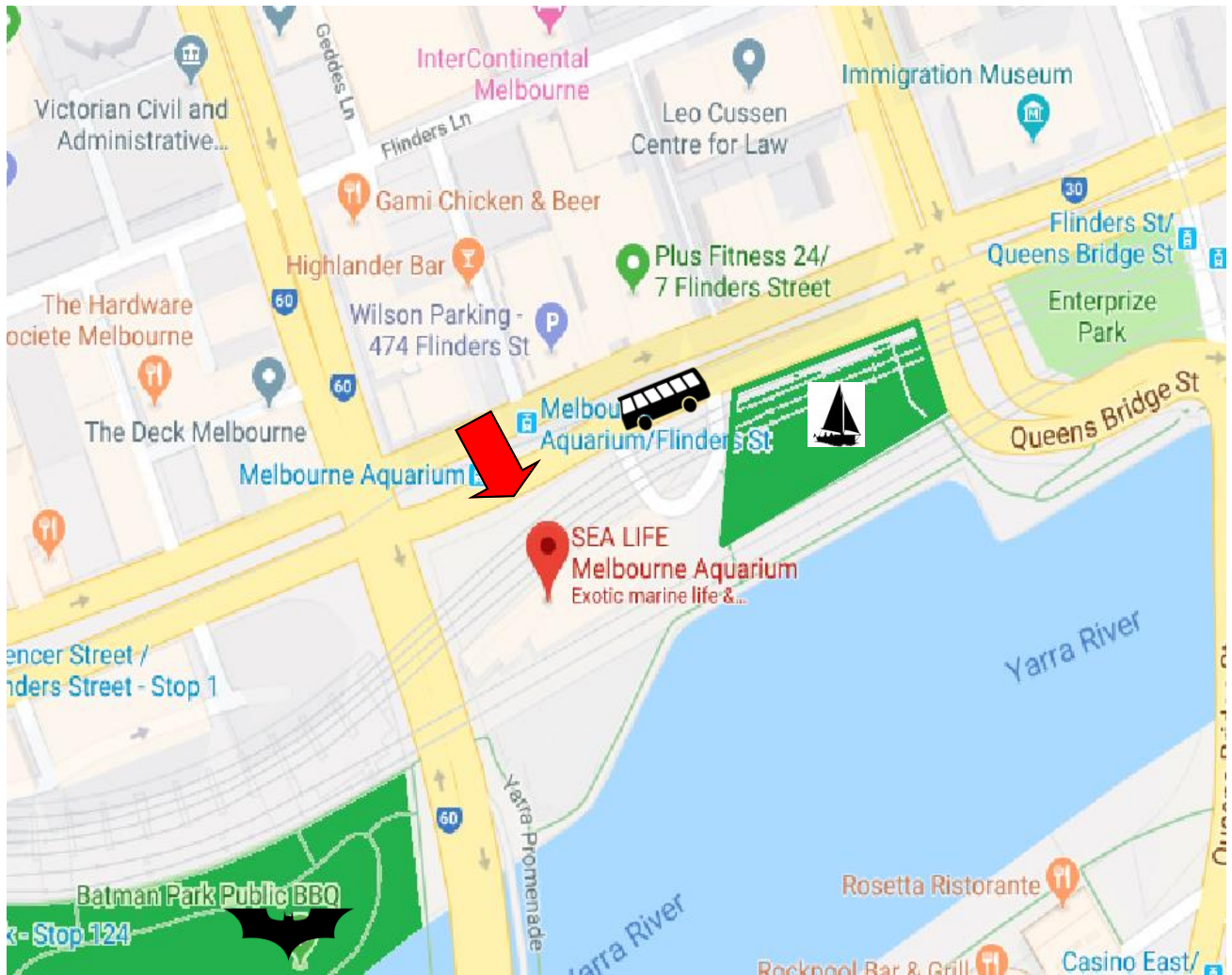
2019 Self-Guided Group - Conditions of Entry

Thank-you for booking a self-guided tour with us. Child safety and fair use of our facilities for all patrons is our priority. 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:	<ul style="list-style-type: none"> • Keep students supervised outside until head teacher has signed group in • Group leaders are required to sign the conditions of entry & ensure all supervising staff aware of these in case of issues.
Pre-entry Preparation:	<ul style="list-style-type: none"> • Pre-organise your children into smaller groups (<i>max of 15 is advised</i>) • Note: any students with additional needs requiring 1:1 supervision can have an extra adult FOC • Small groups to enter 5 minutes apart to reduce overcrowding & safe entry. • Building maps can be downloaded onto staff phones/printed from our website
Group Sizes:	<ul style="list-style-type: none"> • Individual group sizes under 15 are advised.
Safe movement through the building:	<ul style="list-style-type: none"> • Guided groups will have right of way in all spaces, including rockpools, as they must travel the building in one set direction • If an area is busy with guided groups or the public, you are advised to skip and ahead to another display and backtrack if possible • Staff are always located at the ground floor rockpool & café, as well as Penguin display should you need assistance.
Pre/Post Entry:	<ul style="list-style-type: none"> • Groups are not permitted to enter the Aquarium before or after their allotted two hour visit time to ensure safe & fair access to the facilities for all patrons. • Groups are not permitted to exit and re-enter the building. • Groups are not permitted to stay beyond their allocated time, regardless of late arrival.
Payment:	<ul style="list-style-type: none"> • 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). (Special needs groups: 5 minimum) • Paying on the day: EFTPOS, cheque or cash can be used. Note: if paying with cash this must be in a lump sum. Individual payments will not be accepted. • Post-visit invoicing: Provide front desk with student and staff numbers, and our Finance team will email an invoice through by weeks end. You will have two school weeks to settle this (allowances for school holiday break).
Supervision:	<ul style="list-style-type: none"> • Children are not permitted to explore the building on their own. This includes primary AND secondary students. • 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:	<ul style="list-style-type: none"> • To avoid losing your children, we encourage the use of vest/lanyards for all students and adequate leader to student ratios. • We allow FOC 1:10 ratio during Term, 1:6 school holidays (Special needs 1:1 FOC) • 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	<ul style="list-style-type: none"> • Self-guided groups are not permitted to use the Art Aquarium space, participate in

Holiday Activities:	school holiday activities or take resources offered to full-entry paying customers.
School Bags/Tubs:	<ul style="list-style-type: none"> • We do not have storage for school bags. • Where possible, we suggest all bags and lunch tubs are stored on buses.
Accessibility:	<ul style="list-style-type: none"> • 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. • All other groups are not permitted to utilise lifts. • Note: any students with additional needs requiring 1:1 supervision can have an extra adult FOC)
Toilets:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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. <p>Some suggested eating spots:</p> <ul style="list-style-type: none"> • <i>Batman Park:</i> is a good alternative, however does not have a sheltered area. • <i>Enterprise Park: (adjoining the aquarium)</i> Park with limited shelter under the bridges. • <i>Flinders Street eaves:</i> Covered area directly across from Aquarium Dr (see map below).
Bus drop-off zones and Parking Arrangements:	<ul style="list-style-type: none"> • 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
Public Transport:	<ul style="list-style-type: none"> • We are located near both Southern Cross Railway Station and Flinders Street Stations. • 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:	<ul style="list-style-type: none"> • Bookings cancelled within 10 business days of the scheduled date will incur a 30% cancellation fee to cover costs/lost business. • 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
4D Cinema Offer:	<ul style="list-style-type: none"> • On entry your group will be offered to visit our 4D cinema, at an additional \$1 charge per students. This must be added on prior to entering. • The cinema is near the Penguin exit with viewings every 10-15 minutes.
Retail:	<ul style="list-style-type: none"> • Limited to 10 students, <i>fully supervised</i>. Note this is your exit, re-entry is not possible.



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

The Education Team

SEA LIFE Melbourne - Merlin Entertainments Group

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