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CATEGORY	Policy	SUBJECT	Governance
ISSUED BY	Commercial & Marketing Services	APPROVAL DATE	14/10/2014
AUTHORISED BY	Director	ISSUED DATE	14/10/2014
DISTRIBUTION	External	REVIEW DATE	14/10/2017

Child, concession & family prices

Purpose

This policy establishes who is eligible for concession, child and family prices for Sydney Living Museums (SLM) museums, exhibitions, events, activities and programs where it is offered.

Background

SLM routinely offers a concession discount to many of our activities. Exactly what constitutes a concession has not however been articulated on an organisation-wide basis. This policy seeks to clarify who is eligible for concession, child and family prices and what identification is accepted by SLM as proof of concession.

Scope

This policy applies to entry to SLM museums and exhibitions, as well as tickets to SLM events, activities and programs wherever a child, concession or family price is offered. The definition of concession also applies to the SLM Membership Program.

POLICY

The following text is to be posted on a dedicated concession page on the SLM website. Links to the page will be provided where concession prices are offered or advertised on the website.

Child, Concession and Family Prices

The following definitions apply to entry to SLM museums and exhibitions, as well as tickets to SLM events and programs wherever a child, concession or family price is offered. The definition of concession also applies to the SLM Membership Program.

All prices including concession rates are listed on the relevant web pages and the secure ticketing website to which they are linked.

1. Child

A **child** is someone aged 15 and under at the time of purchase.

Children aged under 5 are admitted free to museums, although a (child) ticket may be required for SLM exhibitions, events and programs.

Persons aged 16 and over as at the time of purchase are classified as an adult, unless they hold valid Concession identification.

2. Concession

A person must have the appropriate and valid form of concession to be eligible for the concession rate. Appropriate ID will be required either at the time of purchase or entry. Patrons holding one of the following cards are eligible for the concession rate:

- Centrelink issued: Pensioner Concession cardholders (PCC) *
- Holders of Seniors cards issued by any Australian State or Territory government
- Veterans' Affairs cardholders*
- Full time secondary or tertiary student cards (e.g. NSW Senior Secondary Student Concession Card or interstate equivalent; NSW Tertiary Student Concession Card or interstate equivalent; or the International Student Identity Card (ISIC))
- Centrelink issued: Health Care Card (HCC)*

** Note: Cardholders only (not their dependants listed on the card) are entitled to the concession price.*

3. Family

The family rate is for two adults and up to 2 children, aged 15 and under. Although full-time secondary and tertiary students aged 16 and over are eligible for the concession rate if they have valid current student ID, they are **not** eligible for the child concession component of a family ticket.

4. Companion card

Holders of a Companion Card are eligible for a free entry/ticket for one companion. The holder of the Companion Card will need to buy the appropriate ticket but is eligible for the concession rate with valid identification.

Acceptance of a Companion Card does not indicate that an SLM museum, event or venue is accessible. Companion Card holders are advised to contact the SLM box office [Insert link to "contact us" on the website] before purchasing a ticket in order to check accessibility and arrange for an additional ticket. The Companion Card is not accepted for SLM Membership.

Roles and responsibilities

- Director: Approves the Concession Policy.
- Assistant Director: Commercial & Marketing Services: Responsible for overseeing the Policy and ensuring that it is posted on the SLM website.
- Visitor Information Officers/Box Office Administrator/Development & Fundraising: Sell tickets or Membership at the appropriate child, concession or family rate in accordance with this Policy; confirm concession entitlements by requiring valid identification where appropriate.

Delegations

- None

Legislation

- None

Related policies

- SLM Members Policy
- Terms & Conditions for Tickets

Other related documents

- None

Revision history

Version	Date issued	Notes	By
1	14/10/2014	Policy Drafted	Policy & Compliance Officer

Review date

This policy will be reviewed every 3 years. The next review date is: 14/10/2017

Contact

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