

Frequently asked questions

Ticketing and opening hours

What are the dates for the exhibition?

The Art Gallery of New South Wales' *2018 Archibald Prize* is open daily at Geelong Gallery from Saturday 22 September to Sunday 18 November.

What are the hours of the exhibition?

Daily from 10am to 5pm (last exhibition entry at 4pm). Tickets are sold upon the hour for entry each hour.

Is the Gallery open for after hours events?

Geelong Gallery will open for extended hours on the final Friday of the exhibition, Friday 16 November until 9pm (last entry to the exhibition at 8pm).

Why do I need to buy tickets for a specific time?

To ensure our visitors have the chance to view the exhibition with minimal crowding, to avoid long queues and waiting times and to adhere to safe building capacity numbers, timed tickets are necessary.

Where can I buy tickets?

Timed entry tickets can be purchased online by visiting geelonggallery.org.au

Tickets can also be purchased in person at the Geelong Gallery Visitor Services desk.

If you are experiencing any problems booking online, please call Geelong Gallery Visitor Services on 03 5229 3645

Can I buy tickets to the exhibition on the day?

Tickets for the next day can be purchased at geelonggallery.org.au or at Geelong Gallery Visitor Services desk. From midnight onwards, all tickets to same-day sessions must be purchased at the Geelong Gallery Visitor Services desk.

The Geelong Gallery will only permit purchase of a ticket up to 30 minutes after the session has started. Afterwards, tickets must be purchased for the upcoming hourly timed session.

How much do tickets cost?

Adult	\$16
Concession	\$12
Members	\$10
Children (5–15 years)	\$7
Children under 5	Free

Family \$40
two adults and two children under 15

Group of 10 or more \$14 per person

Education groups \$7 per student
Education groups receive a maximum of two complimentary Educator tickets. Any additional educators or parent volunteers attending with a school group will be charged at \$10 each.

Are school group bookings available?

Education groups including students from Foundation to Tertiary levels can be booked by contacting Geelong Gallery Visitor Services desk on 03 5229 3645 or info@geelonggallery.org.au

Education groups are encouraged to visit the Gallery from 9:30am to 10:30am, 10:00am to 11:00am or from 2:00pm to 3:00pm if feasible, however Geelong Gallery remains flexible to other time slots.

Tickets are \$7 per student and up to two Educators free of charge.

Education groups will be greeted with a short welcome to the Gallery however educators are encouraged to pre-plan their visit using the Geelong Gallery learning resources available to download online.

Please note that Geelong Gallery expects visiting school groups to have a ratio of one teacher to every 10 students. Any additional teachers or parent volunteers will be charged at the discounted rate of \$10 each.

Are group bookings available?

Community groups, social groups and groups of friends of over 10 people are asked to purchase their tickets by contacting Geelong Gallery Visitor Services or info@geelonggallery.org.au. Tickets for groups over 10 are priced at \$14 per person.

Please note, groups can only take advantage of one discount—there are no combined discounts. E.g. if a visitor has a valid concession card and is visiting as part of a 'Group over 10' the visitor must choose whether to purchase a concession ticket or a 'Group over 10' ticket.

Are multi-visit tickets available?

No, Geelong Gallery does not offer multi-visit tickets.

Are family tickets available?

Family tickets are available for \$40 for two adults and two children (under 15 years-of-age). Any additional children will be charged at \$7 entry per child.

Who can purchase concession, member and family tickets?

The following definitions apply to ticketing categories. Appropriate ID may be required on entry or at the time of ticket purchase:

Concession is valid for

- Full-time students aged over 15 years of age (includes high school, TAFE, university and international students, upon presentation of a valid student card)
- Pension card holders
- Healthcare card holders
- Veterans Affairs cardholders (DVA gold cards)

Family tickets are valid for

Two adults and two children under 15 years-of-age

Members tickets are valid for

- Geelong Gallery members
- NGV members
- PGAV members, including members of:
Art Gallery of Ballarat, Benalla Art Gallery; East Gippsland Art Gallery; Gippsland Art Gallery; Hamilton Gallery; Horsham Regional Art Gallery; Mornington Peninsula Regional Gallery; Shepparton Art Museum; Wangaratta Art Gallery and Warrnambool Art Gallery

Is a Seniors discount available?

Seniors discounts are available on Tuesdays, for entry at a concession price (\$12). All other days of the week and (including weekends) visitors holding a Seniors Card only will be required to pay adult entry price (\$16).

Do Art Gallery of New South Wales members receive free entry to the Prize?

Yes, AGNSW members receive complimentary entry to the exhibition upon the presentation of a valid membership card. Membership details will be recorded.

Do companion card holders receive free entry?

A carer or person who supports a visitor with a disability or frailty is admitted free upon presentation of a companion card. Please see staff at the Geelong Gallery Visitor Services desk to present a companion card along with the person you're visiting with to receive a complimentary ticket.

The visitor you are assisting will need to purchase a concession ticket.

Do Geelong Gallery Members receive any benefits?

Geelong Gallery members receive a discounted ticket of \$10 to this exhibition. They also receive 15% discount on all purchases in the Gallery Shop.

To become a Geelong Gallery Member visit geelonggallery.org.au/support/membership or sign up at Geelong Gallery Visitor Services desk.

How long does it take to see the exhibition?

The estimated average length of a visit is 30–45 minutes.

Is there a restriction on how long I can spend in the exhibition?

While entry to the exhibition must be at the allocated time highlighted on your ticket, you can remain in the exhibition for as long as you like during normal opening hours.

However, should the Gallery be at capacity prior to the entry of the next hour time slot, ticketholders of the previous hour will be asked to conclude their visit to avoid excess capacity.

Can I enter and exit the exhibition more than once with my ticket?

There are no pass outs and each ticket is valid for a single entry.

Do I need a ticket for the rest of the Gallery?

Access to the remaining Gallery spaces is free. Visitors can enjoy *Cuttings—Elizabeth Gower*, the *Who's who portrait prize* and the Geelong Gallery's permanent collection.

Can I exchange my tickets for another date if due to unforeseen circumstances I cannot make the original booking date?

Tickets are non-refundable and cannot be exchanged. However, if you experience exceptional circumstances on or just before the day of your visit, please contact Geelong Gallery Visitor Services desk (03 5229 3645 or info@geelonggallery.org.au) and our staff will gladly assist you.

What happens if I miss my time-slot for entry?

It is essential that you arrive in time to enter the exhibition and we recommend arriving at least 15 minutes prior to your allocated time to allow time for cloakroom items if necessary.

If you are late, please see the Geelong Gallery Visitor Services desk and our staff will do their best to fit you into the next available session, however the Geelong Gallery cannot guarantee availability.

Can someone else use a ticket I bought?

Tickets can be transferred by enquiring to the Visitor Services team either on 03 5229 3645 or info@geelonggallery.org.au

Who is Trybooking and why do I need to provide personal details online?

Online ticket sales for the *2018 Archibald Prize* are hosted by TryBooking, an Australian ticketing management system.

Some basic personal information is required when purchasing tickets to ensure Geelong Gallery can manage your booking and any follow up required.

If you decide to tick the box to hear further from Geelong Gallery, you will be automatically subscribed to our e-news. If you do not tick this box, your information will be destroyed as per Australian Privacy laws.

About the exhibition

Are the Wynne and Sulman prizes showing at Geelong Gallery as well?

No, Geelong Gallery is only showing artworks from the Art Gallery of New South Wales' *2018 Archibald Prize*.

How many artworks are in the exhibition?

The *2018 Archibald Prize* tour includes all 57 finalists.

What do the numbers beside the artworks relate to?

These numbers relate to the alphabetical order of the artist's surname and are referenced in the *2018 Archibald Prize* exhibition catalogue and other interpretive material. They do not relate to the hanging order of the artworks.

ANZ People's Choice Award

Is there a People's choice award?

The *ANZ People's choice award* is awarded at each exhibiting venue.

Where can I vote for the ANZ people's choice award?

You may vote for the *ANZ People's choice award* once, in the Geelong Gallery at the voting stations located throughout the exhibition spaces. Your entry relates to your unique email address, which can only be used once by you and or any other entrant.

Access

Is the Geelong Gallery fully accessible?

Yes, all Gallery spaces are fully accessible for those using a walking frame or wheelchair. Wheelchair access toilets are located on the lower level of the Gallery.

Are wheelchairs available for loan?

Wheelchairs are available for loan without charge. Pre-booking is recommended by calling Geelong Gallery Visitor Services desk on 03 5229 3645 or sending an email to info@geelonggallery.org.au

Are Access bookings available for people with limited mobility, vision or hearing impairment, or intellectual disabilities?

Special access visits will be available during *2018 Archibald Prize*. Booking times are 9–10am or 4–5pm on Tuesdays and Thursdays. All bookings require at least two weeks advance notice.

For further information about Access times please contact: Public Programs and Learn Coordinator, Elishia at elishia@geelonggallery.org.au or Visitor Services Manager, Ona at ona@geelonggallery.org.au

Facilities

Is there a Gallery café?

Steampocket will operate a café within the Gallery. This is a cash only cafe and bookings are permitted. The Gallery café will be open daily, 10am–4pm.

Please note: Geelong Gallery does not offer cash out facilities and there are no combined offers with an exhibition ticket and purchases at the Gallery café.

Where are the toilets?

The Geelong Gallery toilets are located downstairs and through the ticketed access space. There are additional public toilets available within the Geelong Library & Heritage Centre just next door and facing Johnstone Park. There are also facilities located across the road at the Geelong Performing Arts Centre.

Is cloaking provided at the Geelong Gallery?

Cloaking is available and requested for backpacks, large bags, umbrellas and any other large items.

Is there seating in the Geelong Gallery?

Banquettes and seating are provided within the galleries.

Geelong Gallery entry policies

Are food and drinks permitted in the exhibition?

Food and drink are not permitted through the Gallery spaces.

Cloaking cannot accommodate loose food and drink, please ensure that any such items are either finished prior to your visit to the Gallery, or are enclosed appropriately within a bag should you wish to cloak your belongings.

Are backpacks, umbrellas and large bags permitted in the exhibition?

Backpacks, umbrellas of all sizes and large bags are not permitted within any gallery room. We ask that you consider these items for cloaking.

Is photography permitted in the exhibition?

Yes, unless otherwise sign-posted, photography is permitted without a flash.

The use of a selfie-stick or tripod is prohibited.

Please tag your photos with
#archibaldgeelong #archibaldprize

Can I use a pram, stroller, walking frame or wheelchair in the exhibition?

Prams and strollers can be taken into the exhibition, however please be mindful that space will be limited at times.

Walking frames and wheelchairs can also be brought to the Gallery.

Programming and tours

Is there a program of events?

For details about Geelong Gallery programs in connection with *2018 Archibald Prize* see geelonggallery.org.au/whats-on/events

Are there tours?

There are no guided tours or introductions to *2018 Archibald Prize*. Please download the online tour or read the didactic signage provided in the space. Large font reading manuals are also available upon entry.

Can I see this exhibition elsewhere in Australia?

The *2018 Archibald Prize* will tour to the following venues after Geelong Gallery:

Tamworth Regional Gallery
30 November 2018 to 28 January 2019

Orange Regional Gallery
8 February to 10 April 2019

Lismore Regional Gallery
18 April to 17 June 2019

Geelong Gallery is proudly supported by a range of partners for the *2018 Archibald Prize*



An Art Gallery of New South Wales touring exhibition



Geelong presenting partners



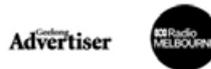
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Geelong Gallery

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