



RONE in Geelong— Frequently asked questions

Ticketing and opening hours

What are the dates for the exhibition?

RONE in Geelong will be on display at Geelong Gallery from Saturday 30 May to Sunday 16 August 2020.

What are the hours of the exhibition?

10am–5pm (daily). Exhibition tickets are sold by hour, from 10am to 4pm and are valid for entry upon the hour.

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

Timed tickets ensure our visitors have the chance to view the exhibition comfortably whilst avoiding long queues and waiting times. It also allows the Gallery to adhere to safe building capacity numbers.

Where can I buy tickets?

Tickets can be purchased online by visiting geelonggallery.org.au/rone

If you are experience any problems booking online, please call Geelong Gallery's Visitor Services team on 03 5229 3645.

Can I buy tickets to the exhibition on the day?

We advise visitors to pre-purchase their tickets to avoid missing out. Where tickets are available on the day they can be purchased at Geelong Gallery's Visitor Services desk.

If a session is listed as 'Sold Out' online, no further tickets will be available at the door.

Are there pass-outs?

There are no pass-outs. Tickets are valid for entry within the hour printed on the ticket.

How much do tickets cost?

Adult	\$16
Concession	\$12*
Members	\$10**
Children (5–15 years)	\$7
Children under 5	Free
Family	\$40***
Group (over 10)	\$14
Companion Card holders	Free

Seniors discount (concession price) is available on Tuesday only.

*Concession tickets are valid for Full-time students aged over 15 years (includes high school, TAFE, University and international students, upon presentation of a valid student card), Pension card holders, Healthcare card holders and Veterans Affairs card holders (DVA gold card).

**Members tickets are valid for Geelong Gallery members, in addition to members of the following galleries: Art Gallery of Ballarat; Art Gallery of New South Wales; Art Gallery of South Australia; Art Gallery of Western Australia; Benalla Art Gallery; East Gippsland Art Gallery; Gippsland Art Gallery; Hamilton Gallery; Horsham Regional Art Gallery; Mornington Peninsula Regional Gallery; Murray Art Museum Albury; Museum and Art Gallery of Northern Territory; Museum of Contemporary Art; National Gallery of Australia; National Gallery of Victoria; National Portrait Gallery; Queensland Art Gallery/Gallery of Modern Art; Shepparton Art Museum; Tasmanian Museum and Art Gallery; Wangaratta Art Gallery and Warrnambool Art Gallery

*** Valid for two adults and two children under 15.



Are group bookings available?

Community groups, social groups and groups of friends over 10 people are encouraged to book at least one month in advance to avoid disappointment.

Pre-purchase exhibition tickets by contacting Geelong Gallery Visitor Services on 03 5229 3645 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. No further discounts apply.

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 per child.

Who can purchase concession or member tickets?

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

Concession tickets are 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 card holders (DVA gold card)

Member tickets are valid for Geelong Gallery members, in addition to members of: Art Gallery of Ballarat; Art Gallery of New South Wales; Art Gallery of South Australia; Art Gallery of Western Australia; Benalla Art Gallery; East Gippsland Art Gallery; Gippsland Art Gallery; Hamilton Gallery; Horsham Regional Art Gallery; Mornington Peninsula Regional Gallery; Murray Art Museum Albury; Museum and Art Gallery of Northern Territory; Museum of Contemporary Art; National Gallery of Australia; National Gallery of Victoria; National Portrait Gallery; Queensland Art Gallery/ Gallery of Modern Art; Shepparton Art Museum; Tasmanian Museum and Art Gallery; 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 (including weekends) visitors holding a seniors card will require an Adult ticket (\$16) for valid entry.

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 are visiting with to receive a complimentary ticket.

The visitor you are assisting will require a valid concession ticket.

Do Geelong Gallery members receive any benefits?

Geelong Gallery members receive discounted entry to *RONE in Geelong* (\$10), upon presentation of a valid Geelong Gallery Membership.

Members also receive 10% discount on all purchases in the Geelong Gallery Store.

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

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

No, your ticket is valid for entry within the hour stated on the ticket. You can remain in the exhibition for as long as you like during normal opening hours (10am–5pm) on the same day, unless capacity is reached, in which case you will be asked to move more quickly through the exhibition after your one hour session concludes.

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

No, access to the remaining Gallery spaces is free. Please note that from 10 August to 22 August there will be no other displays available due to an exhibition changeover period.

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.

Can someone else use a ticket I bought?

Your ticket can be transferred by inquiring to the Visitor Services team 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 *RONE in Geelong* 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. Ticket purchases are subject to booking fees.

If you select the box to receive updates, information and special offers, your information will be shared with Geelong Gallery and the producer/artist, Rone. Should you wish not to receive marketing material in the future you can simply unsubscribe to the mailing list.

Access**Is 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 05 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 *RONE in Geelong*. Booking times are between 9:30am and 10am on Tuesdays and Thursday or at any other time upon request. All bookings require at least two weeks advance notice.

Facilities

For further information about access times, please contact our Visitor Services team at info@geelonggallery.org.au or 03 5229 3645

Where are the toilets?

Geelong Gallery's toilets are located downstairs, through the *RONE in Geelong* exhibition. 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 Arts Centre.

Is cloakroom provided at the Geelong Gallery?

Cloaking is available and essential for backpacks, large bags, umbrellas and all large items.

Is there seating in the Geelong Gallery?

Banquettes and seating are provided within the other Gallery spaces, however due to space restrictions may not be available in *RONE in Geelong*. Additional portable seating is available on request from the Visitor Services desk.

Schools and education groups

Are school bookings available?

Education groups for 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 between the hours of 10am to 12pm, or 1pm to 2pm if feasible, however Geelong Gallery remains flexible to visits outside of these times.

Due to exhibition changeover, please note that no collection works will be on display between 10 August to 22 August. We apologise for any inconvenience.

Education groups can choose from two Gallery visit options—

Self-guided	\$7 per student
Guided tour	\$12 per student
Early childhood self-guided group (under 5 years old)	Free
Early childhood guided tour group (under 5 years old)	\$3 per child

Education bookings include up to two Educators free of charge. Any additional educators or parents attending with a school groups will be charged at \$10 each.

Please note that the Gallery requires visiting school groups to have a ratio of one teacher to every 10 students.

Is there a maximum number of students per visit?

Geelong Gallery requests that education groups are no larger than 30 students per booking. Large groups will be divided and will explore the Gallery in separate, smaller groups. Please speak to Geelong Gallery Visitor Services if you wish to bring a larger group.

What does a Guided tour include?

Education groups electing a Guided tour with an educator will receive entry into *RONE in Geelong* and a guided tour in the exhibition space, followed by use of the Learn Space. Fully-subsidised student exhibition entry and busing is available for low SES, SFO and regional schools. For details, please contact info@geelonggallery.org.au.

Can students bring their backpacks?

Cloaking is limited—please only bring what is required for your visit. All backpacks and large bags must be cloaked.

Pre-visit information

We ask that students observe the following guidelines in order to preserve our collection.

- Prior to your visit, educators/supervisors to brief students on appropriate behaviour in the Gallery (eg. walking, listening to instructions and not touching the works of art)
- Students should take care when entering and leaving the building from and to the bus
- Students to cloak all bags, backpacks, coats etc. at the Visitor Services Desk on arrival
- Food and drinks are not permitted in the Gallery
- Please consider other visitors
- Educators and supervisors to accompany the group at all times during their visit, we recommend a minimum supervisor ratio of 1 adult to 10 students
- Stools and clipboards are available for student use
- Pencils are to be used in the Gallery

Geelong Gallery's Risk Assessment form and floorplan are available at [geelonggallery.org.au/learn/visits-and-bookings](https://www.geelonggallery.org.au/learn/visits-and-bookings)

Getting here

Is parking available?

Ticketed and time limited street parking is available nearby to Geelong Gallery. Disabled car parking can be found on Little Malop Street near the entrance of the Gallery. Additional car parking can be found in the Civic Centre car park located off Gheringhap Street. Street parking is free on weekends. Time-limits apply.

Is public transport nearby?

Geelong Gallery is located within a three-minute walk to Geelong Railway Station.

Local busses and regional trains and buses are available from the station or the Moorabool Street bus interchange.

V/Line operated train and bus services connect Geelong with locations throughout Victoria. Present your V/Line ticket to receive 20% off Adult exhibition entry. Valid for same-day entry only.

Are ferry services available?

Port Phillip Ferries operates passenger ferry services from Docklands to Geelong and Docklands to the Bellarine (Portarlington) daily. The Gallery is a fifteen-minute walk through Central Geelong from Cunningham Pier. Present your Port Phillip Ferries ticket to receive 20% off Adult exhibition tickets. Valid for same-day entry only.

Searoad Ferries car and passenger ferry travels from the Mornington Peninsula to Queenscliff. Buses run from Queenscliff to Geelong daily.

Geelong Gallery entry policies

Are food and drinks permitted in the exhibition?

Food and drinks 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 cloak these items at the Visitor Services desk.

Is photography permitted in the exhibition?

Yes, unless otherwise sign-posted, photography is permitted without a flash. The use of Selfie-stick or tripod is prohibited.

Please tag your photos with #RONEinGeelong #GeelongGallery #RONE

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 all times.

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

Programming and tours

Is there a program of events?

For details about Geelong Gallery programs in connection with *RONE in Geelong*, visit geelonggallery.org.au/whats-on/events

Can I see this exhibition elsewhere in Australia?

No, this is a exclusive exhibition to Geelong Gallery.

Further questions

My questions haven't been answered here, how do I contact Geelong Gallery?

Geelong Gallery's Visitor Services team are available daily between 10am to 5pm to assist with any further questions.

Please contact:

T: 05 5229 3645

E: info@geelonggallery.org.au



RONE in Geelong

Saturday 30 May to Sunday 16 August 2020

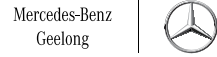
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