



# 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 27 February to Sunday 16 May 2021. Geelong Gallery is closed on Good Friday.

### What are the hours of the exhibition?

Monday to Saturday from 10am to 7pm (last entry 6pm) and Sundays from 10am to 5pm (last entry 4pm). Exhibition tickets are sold by hour, 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 and COVID-19 Safety.

### Where can I buy tickets?

Tickets can be purchased online by visiting: [geelonggallery.org.au/rone](http://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:  
[geelonggallery.org.au/rone](http://geelonggallery.org.au/rone)

If a session is listed as 'Sold out' online, a small number of tickets will be reserved at the discretion of the Visitor Services desk for sale on the day.

### Are there pass-outs?

There are no pass-outs. Tickets are valid for entry within the hour printed on the ticket. An announcement will be made 10 minutes prior to the end of each session.

### 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.



Geelong Gallery  
55 Little Malop Street  
Geelong VIC 3220 Australia

T +61 3 5229 3645  
[info@geelonggallery.org.au](mailto:info@geelonggallery.org.au)  
[geelonggallery.org.au](http://geelonggallery.org.au)

Open daily  
from 10am to 7pm  
Sundays to 5pm  
Closed Good Friday

Guided tours  
Saturday and Sunday  
or upon request

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### 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](mailto: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.

### If I have a ticket do I also need to use the QR code check-in?

Yes, Geelong Gallery is using the Victorian Government QR Code Service to record visitors for COVID-19 contact tracing purposes. Whether you have pre-purchased a ticket or you are purchasing on arrival, please ensure you scan the QR code to check-in or see our Visitor Services staff if you do not have a QR scanning device.

### 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](http://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?

If your timed session is not at capacity you will be given extended time in the exhibition. However, due to COVID 19 regulations, if we reach capacity the Gallery will limit visitors to 1 hour sessions—an announcement will be made 10 minutes prior to the end of your session.

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

No, access to the remaining Gallery spaces is free. Please note that from Monday 26 April until Saturday 22 May there will be no collection displays available due to exhibition changeovers. From Saturday 8 May, *Blanche Tilden—ripple effect: a 25 year survey* will be open to the public—a free exhibition.

### 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](mailto:info@geelonggallery.org.au)) and our staff will gladly assist.

Should the Victorian State Government or health authorities restrict movement due to COVID-19 and you are unable to attend your booked session due to this, we will refund in full.

### 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](mailto: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, a 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 not wish 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. Please refer to our pre-visit information for further information on accessibility. [geelonggallery.org.au/visit](http://geelonggallery.org.au/visit)

### Are wheelchairs available for loan?

Wheelchairs are available at no charge from reception. To reserve a chair for your visit, please contact Visitor Services on 05 5229 3645 or send an email to [info@geelonggallery.org.au](mailto: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. For further information about access times, please contact our Visitor Services team on 03 5229 3645 or [info@geelonggallery.org.au](mailto:info@geelonggallery.org.au).

## Facilities

### Where are the toilets?

All-Gender, wheelchair access, baby change, female and male toilets can be found on the lower level of Geelong Gallery, 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.

### Is cloak provided at the Geelong Gallery?

Cloaking is unavailable due to COVID-19 Safety. Please do not bring backpacks, large bags, umbrellas or large items during your visit.



## 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](mailto: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 Monday 19 April and Friday 21 May. We apologise for any inconvenience.

Education groups can choose from two Gallery visit options—

Self-guided	\$5 per student
Guided tour	\$8 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. Fully-subsidised student exhibition entry and busing is available for low SES, SFO and regional schools. For details, please contact [info@geelonggallery.org.au](mailto:info@geelonggallery.org.au).

### Can students bring their backpacks?

Cloaking is unavailable due to COVID-19 Safety. Please do not bring backpacks, large bags, umbrellas or large items during your visit.

### 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://geelonggallery.org.au/learn/visits-and-bookings)

This information includes Geelong Gallery's COVID-19 safety measures for school groups.



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## 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 buses 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. Please do not bring these items into the Gallery.

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

Cloaking is unavailable due to COVID-19 Safety. Please do not bring backpacks, large bags, umbrellas or large items during your visit.

### 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 #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/rone](http://geelonggallery.org.au/rone)

### Can I see this exhibition elsewhere in Australia?

No, this is an 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](mailto:info@geelonggallery.org.au)



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**RONE in Geelong**  
A Geelong Gallery exhibition  
27 February to 16 May

Saturday 27 February to Sunday 16 May 2021, from 10am to 7pm  
Closes at 5pm on Sundays | Closed Good Friday

Tickets on sale now:  
[geelonggallery.org.au/rone](http://geelonggallery.org.au/rone)

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**RONE in Geelong**

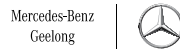
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