



The Look— Frequently asked questions

Ticketing and opening hours

What are the dates for the exhibition?

The Look on display at Geelong Gallery from Saturday 7 March to Sunday 3 May 2020. Geelong Gallery will be closed on Good Friday (Friday 10 April).

What are the hours of the exhibition?

10.00am–5.00pm (daily)

Where can I buy tickets?

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

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

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?

Yes, tickets can be purchased at Geelong Gallery's Visitor Services desk, between 10.00am–4.45pm.

Are there pass-outs?

Tickets are valid for a full day entry—present your ticket at the exhibition entry to come and go as many times as you wish throughout the day. Last entry into the exhibition will be at 4.45pm.

How much do tickets cost?

Adult	\$11.00
Concession	\$9.00*
Members	\$8.00**
Children (5–15 years)	\$6.00
Children under 5	Free
Family	\$28.00***
Group (over 10)	\$9.00
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 asked to purchase their tickets by contacting Geelong Gallery Visitor Services on 03 5229 3645 or info@geelonggallery.org.au

Tickets for groups over 10 are priced at \$9.00 per person.

Please note, groups can only take advantage of one discount.

No further discounts apply.





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Are multi-visit tickets available?

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

Are family tickets available?

Family tickets are available for \$28.00 for two adults and two children (under 15 years of age). Any additional children will be charged at \$6.00 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 (\$9.00).

All other days of the week (including weekends) visitors holding a seniors card will require an Adult ticket (\$11.00) 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 *The Look* (\$8.00), 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?

You can remain in the exhibition for as long as you like during normal opening hours (10.00am–5.00pm).





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

No, access to the remaining Gallery spaces is free. Visitors can enjoy *Jacky Redgate—HOLD ON, Collection Leads: Kate Beynon—kindred spirits, Resonance + Reflection—design ideas for an expanded Geelong Gallery*, along with our 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.

Can someone else use a ticket I bought?

Your ticket can be transferred by inquiring 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 Look* 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.

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 10.00am to 12.00pm, or 1.00pm to 2.00pm if feasible, however Geelong Gallery remains flexible to visits outside of these times.

Education groups can choose from the following Gallery visit options—

Self-guided group	\$6.00 per student
Guided tour	\$11.00 per student
Early childhood self-guided group (under 5 years old)	Free
Early childhood guided tour group (under 5 years old)	\$3.00 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 \$8.00 each. Please note that the Gallery requires visiting school groups to have a ratio of 1 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 are 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 *The Look* 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.

Schools and education groups





The Look— Frequently asked questions

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 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 *The Look*. Booking times are between 9:30am and 10.00am on Tuesdays and Thursday. All bookings require at least two weeks advance notice.

For further information about access times, please contact Learn & Audience Engagement Manager, Elishia Furet, elishia@geelonggallery.org.au or a member of our Visitor Services team at info@geelonggallery.org.au.

Facilities

Where are the toilets?

Geelong Gallery's toilets are located downstairs, through the Permanent collection galleries. 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 cloaking provided at the Geelong Gallery?

Cloaking is available and requested 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 *The Look*. Additional portable seating is available on request from the Visitor Services desk.

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 to 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 3 minute walk to Geelong Station. Local and regional V/Line trains and buses are available from Geelong Station or the Moorabool Street bus interchange.

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.





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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 #TheLook #GeelongGallery #NationalPortraitGallery

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 *The Look*, visit geelonggallery.org.au/whats-on/events

Can I see this exhibition elsewhere in Australia?

The Look will tour to the following venues after Geelong Gallery:

Ipswich Art Gallery, Friday 12 February to Sunday 18 April 2021

Port Macquarie, Friday 7 May to Sunday 4 July 2021

Tweed Regional Gallery, Friday 16 July to Sunday 19 September 2021

Further questions

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

Geelong Gallery's Visitor Services team are available daily between 10.00am to 5.00pm to assist with any further questions. Please contact 05 5229 3645 or email info@geelonggallery.org.au.

The Look

Saturday 7 March to Sunday 3 May 2020

Closed Good Friday

A National Portrait Gallery touring exhibition

NATIONAL PORTRAIT GALLERY



Australian Government
National Collecting Institutions
Touring & Outreach Program

This exhibition is supported by the National Collecting Institutions Touring and Outreach Program, an Australian Government program aiming to improve access to the national collections for all Australians

Exhibition program partners



Learn program partners



Geelong Gallery
55 Little Malop Street
Geelong VIC 3220 Australia

T +61 3 5229 3645
info@geelonggallery.org.au
geelonggallery.org.au

Open daily 10am–5pm
Closed Good Friday

Drop-in tours
Saturday and Sunday