

MUSEUM ENTRY POLICIES

What protective health measures are in place at TarraWarra Museum of Art?

The Museum has implemented a number of new measures in response to the coronavirus pandemic, including but not limited to:

- The introduction of timed entry ticketing to comply with venue capacity limits;
- Limits upon the number of visitors allowed in each gallery space;
- Hand sanitiser stations at multiple points within the Museum;
- Increased cleaning regimes across the Museum and its amenities, especially for high touch surfaces;
- Acrylic screens at the reception desk;
- Social distancing signage throughout the venue.

What are your new conditions of entry?

Visitors to the Museum must abide by the following conditions of entry:

All eligible visitors over 16 will need to have received both COVID-19 vaccinations and provide verification of their vaccination status and proof of ID. Children under the age of 16 do not need to show proof of vaccination status but must be accompanied by a fully vaccinated adult;

Acceptable Proof of Vaccination Status:

- COVID-19 Digital Certificate uploaded to the Services Victoria app.
- COVID-19 Digital Certificate uploaded to phone wallet
- Official Australian Immunisation Register certificate
- Printed COVID-19 Vaccination Certificate
- Medical exemption with valid, original letter signed and issued by a specified medical practitioner class ID;

Please note the following will *not* be accepted as proof of vaccination status:

- X Vaccine appointment card
- X Valid vaccination documentation without proof of ID
- X Negative COVID-19 test result;

Single Dose: Under the Government health order, guests will not be able to attend the grounds or buildings at TarraWarra unless they are fully vaccinated or hold a valid medical exemption. Bookings can be postponed until second dose has been received;

Non Vaccinated: If you booked tickets to a session but are not fully vaccinated, you cannot attend your session. You can call our team to process a refund prior to your session;

Face Masks: All people over the age of 12 will be required to wear a face mask when moving around the Museum unless a medical exemption applies. Children under the age of 12 are not required to wear a mask;

All visitors must provide their contact details in accordance with Government regulations relating to coronavirus contact tracing. All information will be stored securely and destroyed after 28 days;

Visitors should not enter the Museum if they are feeling unwell or have been overseas in the last 14 days;

Visitors are asked to use hand sanitiser upon arrival and exit;

Visitors must abide by social distancing guidelines at all times and remain 1.5m from other groups;

Visitors must comply with staff directions relating to overall venue capacity and individual gallery space capacities.

Visitors who do not comply with these conditions will not be admitted to the Museum.

Please note that cloakings are currently unavailable, and all large items should be left securely inside your vehicle. Food and drinks are not permitted inside the Museum. Umbrellas may be left at the entrance.

Visitors who arrive by public transport can make special requests for cloakings at the front desk.

Is photography allowed in the exhibition?

Yes, photography is permitted without flash. The use of a selfie-stick or tripod is prohibited.

TICKETING & OPENING HOURS

What is the current exhibition?

Please check our website for current exhibition details: <https://www.twma.com.au/whats-on/>

What are the Museum's opening hours?

Tuesday to Sunday, 11am to 5pm. Open all public holidays except Christmas Day. Open 7 days a week from Boxing Day to Australia Day.

Do I need to buy tickets for a specific time?

To assist with venue capacity limits, TarraWarra Museum of Art has implemented timed entry ticketing.

Timed entry sessions are available on the hour at 11am, 12pm, 1pm, 2pm, 3pm and 4pm. Please arrive at the Museum within 1 hour of the session time indicated on your ticket. Latecomers will be admitted, but may need to queue for entry. You are welcome to stay as long as you wish once inside the Museum.

How much do tickets for the current exhibition cost?

Adult	\$10
Senior	\$8
Concession	\$5 (Health Care Card, Pension Card, Veterans Affairs Card, Student Card)
Aboriginal and Torres Straight Islander	Free
Child under 12	Free
Member	Free
Companion Card	Free
ICOM card holder	Free

The Museum holds *Welcome Wednesday* each Wednesday, with free entry for those living in 3777 and 3775 postcodes (Yarra Glen, Healesville and surrounds), students, pensioners and concession card holders. Valid ID and/or current Member cards will be requested upon exhibition entry.

To become a TarraWarra Museum of Art Member visit twma.com.au/membership or sign up at in person at TarraWarra Museum of Art for immediate benefits.

Where can I buy tickets?

Tickets can be pre-purchased at twma.com.au/tickets.

Can I buy tickets on the day?

Pre-booking tickets online is highly recommended, however tickets are also available at the door, even if your preferred session time is booked out. People buying tickets at the door may experience delays should the Museum be at capacity.

Contactless payments are preferred.

Are guided tours available?

Due to social distancing restrictions, we are not offering guided tours at this time.

Will the exhibition be accompanied by any public programs?

A suite of onsite and digital programs are on offer. Please check our website and social media channels for further information.

Are school group bookings available?

Education groups can book by contacting the Museum on 03 5957 3100 or museum@twma.com.au.

Can I exchange my tickets for another date?

Tickets are non-refundable and cannot be exchanged. However, if you experience exceptional circumstances before your visit, please contact the Museum on 03 5957 3100 or museum@twma.com.au and our staff will gladly assist you.

What happens if I miss my time slot for entry?

It is important that you arrive in time to enter the exhibition within your allocated session. If you are late, you may be required to queue for entry.

ACCESS

How do I get to TarraWarra Museum of Art?

TarraWarra Museum of Art's address is:

313 Healesville-Yarra Glen Rd

Healesville VIC 3777

The Museum is located in the beautiful Yarra Valley region, one hour's drive north-east of Melbourne and a ten minute drive from the regional hub of Healesville.

Full driving instructions are best obtained by visiting <https://www.google.com/maps>.

Is car parking available at the Museum?

Yes, free car parking is available on-site at the Museum.

Can TarraWarra Museum of Art be reached by public transport?

From Melbourne, catch the train to Lilydale Station then join connecting bus route 685 (Lilydale-Healesville). Visit ptv.vic.gov.au for timetables and further details.

Is TarraWarra Museum of Art fully accessible?

Yes, all Gallery spaces are fully accessible for those using walking frames and wheelchairs.

Accessible car parks are available close to the Museum entry as well as wheelchair accessible toilet facilities.

A self-propelled wheelchair can be pre-booked by contacting the Museum on 03 5957 3100 or museum@twma.com.au. Wheelchairs will be sanitised after each use.

FACILITIES

Are food and drinks available at the Museum?

TarraWarra Estate offers a restaurant and cellar door. For further information and reservations visit tarrawarra.com.au or call 03 5957 3510.

A range of cafes, restaurants, wineries, breweries and distilleries can be found located throughout the Yarra Valley region. Visit visityarravalley.com.au to learn more.

Where are the toilets?

Toilets are located outside the Museum in the courtyard.

Is cloakng available?

Please note that cloakng is currently unavailable, and all large items should be left securely inside your vehicle. Food and drinks are not permitted inside the Museum. Umbrellas may be left at the entrance.

Visitors who arrive by public transport can make special requests for cloakng at the front desk.

Is there seating inside the exhibition?

Benches and seating are provided throughout the galleries. Please observe social distancing guidelines.