

QMN Policy: Conditions of Entry

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1.0 PURPOSE

QMN is committed to providing a safe, welcoming and enjoyable environment for all Visitors to QMN Sites, whilst ensuring the protection of objects and specimens in our care.

Upon entry to a QMN Site, Visitors are bound by these Conditions of Entry.

2.0 SCOPE

This policy applies to all Visitors to QMN sites.

3.0 POLICY STATEMENT

3.1 Conditions of Entry

- 3.1.1 These Conditions of Entry are subject to change without notice. Refusal to comply with these Conditions of Entry may result in removal of the offender from the QMN Site.
- 3.1.2 Entry to all QMN Sites will be fair and equitable for all Visitors.
- 3.1.3 Children 12 years and under must be accompanied by a Carer or Guardian at all times.
- 3.1.4 As a minimum, all Visitors are required to wear Suitable Clothing.
- 3.1.5 Visitors are expected to behave in an appropriate manner. QMN reserves the right to refuse or revoke admission to any Visitor exhibiting Unruly Behaviour.
- 3.1.6 Prams and strollers are permitted on QMN sites. Visitors must take care when using prams and strollers to avoid any damage to other persons as well as objects and displays. On some QMN Sites there are designated pram and stroller parking areas; Visitors choosing to leave prams and strollers in these areas do so at their own risk.
- 3.1.7 Bags are permitted onto QMN sites. Bags can be left at the Cloakroom where available although Visitors do so at their own

risk. QMN reserves the right to inspect Bags and Items on entry/exit into QMN sites.

3.1.8 Visitors are to refrain from touching or, in any other way, interfering with items on display. This rule does not apply to exhibitions or displays labelled as interactive.

3.1.9 Food and drink is not permitted to be consumed within the public areas of QMN Sites except in cafes, external grounds and exhibitions and during QMN-approved events.

3.1.10 Visitors must obey all signs, notices and directions given by Staff.

3.2 Admission Prices

3.2.1 Admission prices are set by individual QMN Sites.

3.2.2 Admission prices are publicly displayed at the onsite ticketing counter and the relevant website.

3.2.3 All admission prices are in Australian dollars and include GST and a transaction fee if applicable.

3.2.4 Admission prices are subject to change without notice.

3.2.5 Disadvantaged persons or groups may apply in writing for a waiving of admission fees clearly advising reasons for hardship or inability to pay and this will be at the discretion of the CEO or their delegate.

3.2.6 Immediate family members of staff are entitled to free entry to the public areas of any QMN Site while accompanied by that Staff member. Friends and extended family members will not be admitted free of charge.

3.2.7 Admission refunds or ticket replacements are offered in accordance with the terms and conditions of the relevant ticketing provider.

3.2.8 If an Annual Pass is lost, stolen, misplaced or destroyed, report it immediately to the QMN Site from which it was purchased. One replacement Annual Pass will be issued in the 12-month period for a fee to be determined by the QMN Site.

3.3 Animals

3.3.1 Animals are prohibited on all QMN sites except for:

- a) Certified Guide, Hearing and other registered assistance dogs
- b) Detection dogs used by the Police
- c) Animals approved by QMN for exhibition requirements.

- 3.3.2 A person with a disability who relies on a Certified Guide, Hearing or assistance dog will have the same access rights as other members of the public and they will not be segregated from other Visitors or separated from their dog.

3.4 Children

- 3.4.1 Children have the right to feel safe whilst visiting any QMN Site.
- 3.4.2 Responsibility for the care and wellbeing of Children at QMN sites rests with their Carer or Guardian.
- 3.4.3 In accordance with QMN's *Security and Safety in Working with Children Policy* no Child is to be left on any QMN site at any time without the direct supervision of their Carer or Guardian.
- 3.4.4 Children identified as unattended by QMN staff will be kept safe whilst QMN's procedure for dealing with unattended Children is followed. This may involve contacting the police.

3.5 Filming and photography

- 3.5.1 Non-flash photography and filming for private purposes is permitted on all QMN sites, except in areas where photography/filming is restricted.
- 3.5.2 Photography and filming for any commercial purpose, e.g. promotional material, must not occur unless prior written permission has been sought and obtained from QMN.
- 3.5.3 In accordance with the *Security and Safety in Working with Children Policy*, any close-up photography or filming of Children is not permitted on any QMN site unless permission has been gained from a Parent or Guardian prior to the activity. For promotional and publicity purposes, QMN will obtain written permission from a Parent or Guardian prior to any close-up photography and/or filming taking place.
- 3.5.4 Photographing or filming any part of QMN's internal security apparatus, including CCTV cameras, movement detectors and/or security staff is not permitted.

3.6 Lost Property

- 3.6.1 All lost property handed in and/or found will be written in the Lost and Found Register and items stored in a secure location.
- 3.6.2 When lost property is claimed a notation will be written in the Lost and Found Register.
- 3.6.3 Lost property will be held for three months, at the end of that time items will be disposed of, recycled or given to charity. The Lost and Found Register will be amended to record the disposal of the property

3.7 Media

3.7.1 Members of the media are not permitted on any QMN site without prior consent from the CEO or Head, Marketing and Media Relations. All enquires by media representatives are to be directed to media@qm.qld.gov.au.

3.8 Prohibited Items

3.8.1 Prohibited Items are not allowed on any QMN sites. Visitors identified with Prohibited Items will be escorted from the site in accordance with QMN procedure and the police will be contacted.

3.9 Refusal of entry or eviction

3.9.1 QMN staff or contractors working on behalf of QMN reserve all rights of admission to QMN sites and grounds. For the comfort, safety and enjoyment of patrons, QMN staff reserve the right to refuse entry to or evict any person:

- a) deemed to be intoxicated or affected by a prohibited substance;
- b) that is unauthorised;
- c) wearing inappropriate clothing
- d) who exhibits abusive, disruptive or offensive behaviour and/or language;
- e) who attempts to wilfully damage property or objects and specimens on display;
- f) who attempts to bring any restricted or prohibited item into a QMN Site; and
- g) who behaves in a manner that potentially could cause injury to themselves or others or whose behaviour and/or actions constitute a Public Nuisance.
- h) who does not comply with current public health directions that apply to QMN (for example, wearing masks, limitations on numbers)

3.10 Smoking

3.10.1 As per legislative requirements, Smoking is prohibited on all QMN Sites including cafes, grounds and car parks except for in designated, and clearly signed, outdoor smoking areas.

3.10.2 For functions, a designated outdoor smoking area will be established by posting a diagram or other notice clearly showing the limits of the area.

3.10.3 For further legislative information on Smoking and outdoor eating and drinking places, please refer to [Tobacco and Other Smoking Products Act 1998](#)

4.0 DEFINITIONS

4.1 For the purpose of this Policy:

Adult is any person over the age of 18 years.

Animals refer to domestic pets but does not include assistance animals such as Seeing Eye dogs.

Annual Pass is a purchased ticket that provides entry to a QMN Site for 12 months from date of purchase. Annual Pass entitlements vary across QMN Sites.

Bags is defined as all bags and luggage. This includes, but is not limited to, handbags, laptop bags, camera bags, briefcases, suitcases, music cases, backpacks and shopping bags.

Carer is a person that is charged with the responsibility of caring for a child, elderly person or person with a disability, other than the primary carer for example, teachers, outside school hours carer or vacation care coordinator, health care workers or appropriately aged siblings.

Child any Visitor between the ages of 3 and 12 years old inclusive.

Filming refers to all images captured on moving digital or tape cameras, digital tablet, mobile or other smart device.

Guardian is a parent or a person who has parental responsibility of a Child.

Immediate Family is a parent, spouse, child or sibling of Staff.

Items includes all personal items not covered by the definition listed under Bags above; including, but not limited to, umbrellas, skateboards or any other type of skating device, motorcycle helmets, tripods, monopods, selfie sticks or the like, pointing devices, food and drink, inflated balloons and confetti.

Media are representatives from television stations, radio networks, publishing or broadcasting networks.

Photography refers to all still images captured on digital or film cameras, digital tablets, mobile telephone or other smart devices.

Prohibited Items include weapons such as firearms, knives of any description capable of injuring a person, blunt objects capable of bludgeoning or threatening a person, flammable goods including open flame devices, laser pointers, glowsticks, alcohol and drugs.

Public Nuisance a person or persons who behave in a disorderly, offensive, threatening or violent way and whose behaviour interferes or is likely to interfere with normal QMN operations (including staff duties), exhibition programs or Visitors' enjoyment of QMN Sites.

QMN means Queensland Museum Network

QMN Sites mean public sites operated from time to time by QMN including Museum of Tropical Queensland in Townsville; Cobb+Co Museum in Toowoomba; The Workshops Rail Museum in Ipswich; Queensland Museum in the Cultural Precinct at South Bank, Brisbane; Queensland Museum Research and Loans Centre in Hendra, Brisbane; Museum of Lands, Mapping and Surveying in CBD, Brisbane and Earth Sciences Museum: University of Queensland, Brisbane.

Smoking means a tobacco product, any type of cigarette, loose smoking blend, cigarette papers and any type of smoking pipe or apparatus including e-cigarettes.

Staff refers to both paid and non-paid (volunteers) employees of QMN.

Student applies to persons between the ages of 13 and 17 years who carry a valid student concession card.

Suitable Clothing includes all footwear, t-shirts, shirts, jeans, shorts but excludes swimwear, underwear and outerwear that may be offensive to other Visitors.

Unruly Behaviour refers to drunken, disorderly, violent and any behaviour that is not deemed acceptable by QMN.

Visitors members of the public.

5.0 POLICY BASIS

- [Anti Discrimination Act 1991](#)
- [Child Protection Act 1999](#)
- [Disability Services Act 2006](#)
- [Guide, Hearing and Assistance Dogs Act 2009](#)
- [Human Rights Act 2019](#)
- [Police Powers and Responsibilities Act 2000](#)
- [Queensland Government Smoking Policy](#)
- [Queensland Museum Act 1970](#)
- [Weapons Act 1990](#)
- [Tobacco and Other Smoking Products Act 1998](#)

6.0 DOCUMENT HISTORY

VERSION	DATE	AMENDMENT
0.1	September 2009	Draft
0.2	October 2009	Second draft
0.3	October 2009	Approved
0.4	July 2021	Review and update to reflect Cultural Precinct counterparts.

7.0 DOCUMENT APPROVAL

Approved by:	Jim Thompson
Title:	Chief Executive Officer, Queensland Museum Network
Approval date:	28 July 2021

8.0 REVIEW PROCESS

This Policy will be reviewed every three years and at other times if any significant new information or legislative or organisational change warrants a change to this document.

9.0 LICENCE

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