

# Frequently Asked Questions

## Make a booking

### How do I create an account?

If you work for a school, or would like to bring your school aged group to the Memorial, simply click “Register” on the bookings system login page and follow the prompts.

If you are a tour operator or company check to see if you already have a company account that you can be added to. If you cannot be added to an existing account, please contact us at [school.bookings@awm.gov.au](mailto:school.bookings@awm.gov.au). More information regarding creating an account and adding additional logins can be found in the “how to” section available on [this page](#).

### What is the maximum number of students per timeslot?

The maximum number of students that can be booked for each activity varies. Weekday Education Programs can have up to 110 students whereas up to 60 students can attend the Last Post Ceremony or School Wreath Laying Ceremony. When making a booking, the system will indicate the remaining availability for each timeslot. Current activity times and capacity can be found [here](#).

### My preferred dates are unavailable. What should I do?

All availability is visible online. Our Education team does not have access to additional availability. Availability in the system is updated as bookings are modified or cancelled. If you are not able to make a booking to include your whole group, we recommend trying:

- a different activity
- splitting your group across multiple bookings
- selecting a different orientation time
- an alternative date

### I have a large school group that exceeds individual booking limits. What should I do?

Each timeslot has a maximum number of students that can participate. This is to ensure the safety and wellbeing of all visitors and staff. For groups larger than the capacity indicated online, we suggest splitting your group to make multiple bookings with a different start time.

### What is the maximum number of adults?

Due to current Memorial capacity restrictions, there is a limit of 1 adult to 11 students. School visitors share the Memorial with veterans and families, members of the general public, and staff. Please contact us at [school.bookings@awm.gov.au](mailto:school.bookings@awm.gov.au) if you have more teachers attending.

### Is there a minimum number of students I can bring?

Bookings require a minimum of 8 students on weekdays and 15 students on weekends. Groups below these numbers should book for the minimum and note actual numbers in the “special needs or other requirements” section. These groups will be subject to a minimum charge.

## How do I make arrangements for students with specific learning needs or mobility requirements?

When creating a booking please select yes to “special needs or other requirements” and provide a brief explanation of your circumstances. If necessary, one of our team will contact you to discuss how we can best meet your needs.

If you have already made your booking and need to make an additional request, you can modify your booking to add one.

## Can I create multiple bookings?

You can create as many bookings as required, however, each student may visit the Memorial only once per excursion. This means you are not able to combine multiple bookings for the same group of students. Bookings made for students to revisit the Memorial during the same excursion are subject to cancellation.

## Can I book two Education Programs for the same group?

No. You can select only one Education Program and up to one ceremony per booking. All activities are subject to availability.

## Can I split my visit and return later in the day or week?

No. Each student may visit the Memorial only once per excursion. Following their booked visit students may not return to participate in another visit or activity.

## Can I join a waitlist for particular activities?

No. Waitlists are not available at this time. All availability is visible online.

## Manage a booking

### When will I receive confirmation of my booking?

A confirmation email is automatically sent when you complete your booking. It includes a copy of your itinerary, student numbers and the cost. Bookings can be modified until you have paid and confirmed your final numbers. You can pay between 21 and 7 days before your visit.

### How do I modify or cancel my booking?

You can modify or cancel your booking without penalty before you confirm and pay for your visit (between 21 and 7 days before your visit).

Login to your account and select “View my current bookings”. Use the filter function to find the booking you would like to modify or cancel.

You cannot modify the school or school aged group attending. If your group can no longer attend their scheduled activities, please cancel your booking to make it available to others.

For more detailed instructions please view the relevant "how to" videos available on [this page](#).

### My booking was cancelled but I did not request it. Why?

Your booking may have breached our [Terms and Conditions](#). If this was the case, you should have received correspondence further explaining the cancellation. If you have not received this, please contact us at [school.bookings@awm.gov.au](mailto:school.bookings@awm.gov.au).

## Payment

### When do I confirm final numbers and pay?

Final numbers and payment can be confirmed once the payment window opens. It will open 21 days before the group's visit date. Please note that once final numbers and payment have been confirmed it will not be possible to modify your booking online. If there are any changes please contact us at [school.bookings@awm.gov.au](mailto:school.bookings@awm.gov.au) as soon as possible.

Confirmation and payment is required at least 7 days prior to the visit date. Failure to confirm and pay by this date may result in cancellation of your booking.

### How do I confirm final numbers and pay for my booking?

Once your booking is within 21 days of the visit date you are able to pay by logging into your account and selecting "View my current bookings" to find the booking you would like to confirm. Confirmation and payment is required at least 7 days prior to the visit date. For more detailed instructions please view the relevant "how to" video on [this page](#).

### I've already confirmed my final numbers and paid. Can I get a refund?

Only in limited circumstances.

The Memorial engages Education professionals at a cost to deliver its educational programming. For this reason, we do not refund for change of mind after payment has been made. Refer to our [Payment, Cancellation and Refund Policy](#) for more information about obtaining a refund.

## Activities on offer

### What activities are on offer?

The table below outlines the current range of Education Programs available:

Program	Suitable audience	Duration (minutes)	Cost (per student)
<i>Cobbers' tales</i>	Preschool	30-45	\$3.30
<i>Past in the present</i>	K-Year 3	45	\$5.50
<i>Strange but true</i>	Years 4-12	45	\$5.50
<i>We will remember them</i>	Years 4-12	45	\$5.50
<i>Aboriginal and Torres Strait Islander wartime service</i>	Years 4-12	45	\$5.50
<i>Australians and the First World War</i>	Years 7-10	45	\$5.50

Schools may wish to include a ceremony in their itinerary. One School Wreath Laying Ceremony per day will be available Monday to Friday, and is only available to groups with an 8.30 am orientation time. The Last Post Ceremony is only available with a 3.15 pm or 4 pm orientation time on weekdays. Please note all programs and ceremonies are subject to availability.

### What is orientation and why is it important?

All students must participate in orientation prior to their activities commencing. This takes approximately 10 to 15 minutes and occurs at the beginning of a school visit. Orientation

provides school visitors with an introduction to the purpose of the Memorial, prepares students for what they are going to see and outlines behavioural expectations.

### Can my group arrive and enter the Memorial at a different time to the one specified in my itinerary?

No. Your arrival time is the time of permitted entry to the Memorial. If this time is unsuitable, please modify your booking to a more suitable time.

### Onsite changes

The Australian War Memorial is undergoing a period of development to modernise and expand its galleries. [Find out more.](#)

### Can I book the Discovery Zone?

As part of the Memorial Development Project, the Discovery Zone will remain offline while it undergoes modifications.

### Can I book a teacher guided visit?

With onsite construction a part of the Memorial Development Project, it is not possible to have teacher guided visits or self guided time outside of your booked activities.

### Can my group explore the galleries outside of facilitated activities?

In order to ensure the safety of visiting students groups in the galleries must be accompanied by Memorial staff at all times. Groups will not be able to self guide outside of their facilitated activities. Facilitated activities include curriculum linked Education Programs, the School Wreath Laying Ceremony and the Last Post Ceremony. If there are gaps between activities the group must exit the Memorial's galleries until their next activity.

### Can I book both the School Wreath Laying Ceremony and Last Post Ceremony for the same group?

No. With onsite construction a part of the Memorial Development Project, time limits will be automatically applied when selecting your orientation time. School Wreath Laying Ceremonies will be available only to groups with an 8.30 am orientation time on weekdays. The Last Post Ceremony is only available on weekdays with a 3.15 pm or 4 pm orientation time. Please note all programs and ceremonies are subject to availability. Each student can only visit the Memorial once per excursion and you cannot have multiple bookings for the same students. Activity times and capacity can be found [here](#).

### How long can my group be onsite?

As there is reduced capacity throughout the Memorial, there are limits to the length of visits. Groups are able to remain onsite for the duration of their booked activities. The total time will vary depending on your itinerary. As teacher guided time is not available, schools are required to exit the Memorial at the conclusion of their facilitated activities.

### Why are there limits placed on the size of my group?

With onsite construction as part of the Memorial Development Project there is limited gallery space available. In order to ensure visitor safety and access to all groups there have been changes to the number of students and accompanying adults that can visit at one time.

### Can my group have lunch onsite?

With onsite construction a part of the Memorial Development Project, there are limited spaces for groups to have lunch in the Memorial's grounds. There may be access to the park area at the base of Mount Ainslie if necessary.

### Can my group visit the Sculpture Garden?

As the Memorial Development Project continues, there will be significant changes onsite. This includes changes to access to the western Sculpture Garden due to fencing around the front forecourt which will divide the site in half. Please note that access changes onsite may result in longer transit times for student drop off and pick up. All changes to coach access will be communicated to all those with bookings who are affected.