



FAQs about prepayment of school bookings at the Australian War Memorial

The Australian War Memorial will be moving to a prepayment model for facilitated activities from Term 3 2021 onwards.

You will not be required to make payment for your Term 3 2021 activities at the time of booking. Instead you will be asked to confirm final numbers and pay between 21 and 7 days prior to the groups' visit, as outlined below.

How will prepayment work?

- ✓ **21 days before** your visit is due to take place, the confirmation and payment window opens. You will receive an email asking that you login to confirm and pay for your booking
- ✓ You then have until **7 days before** your visit to confirm final numbers and pay for your booking
- ✓ You will receive a final reminder notice **1 day before** the confirmation and payment window closes
- ✓ When you login and confirm final numbers, you will be directed to a secure system for payment
- ✓ An invoice confirming your payment will be immediately sent to your email address



What payment options are available?

You can choose between credit card (Visa or Mastercard) or PayPal. Invoicing and payment on arrival is not available from Term 3 2021.

What happens if I don't pay on time?

Your booking may be subject to cancellation as per the [Terms and Conditions](#). If you are experiencing financial hardship please contact the Education team at school.bookings@awm.gov.au.

Do I need to prepay for excursions booked for 2021?

Bookings made for Terms 1 and 2 2021 are not affected by this policy. Bookings made for Terms 3 onwards will require prepayment.

I need to cancel a booking for Term 3 2021. Will I still need to make payment?

Our new bookings system gives you the ability to login to your account to cancel or modify your booking without penalty up to 7 days before your visit or prior to payment.

You will not be able to receive a refund if you choose to cancel after you have made payment. More information about our Payment, cancellation and refund policy is available [here](#).

How do I calculate the cost of my visit?

The costs of our Education Programs vary. Per capita cost information is available on our [website](#). Your confirmation email includes the total cost of your visit. Please note there is a minimum charge of 8 students. Teachers and supervising adults are not charged for attendance.

What happens if my numbers change after I have paid?

When you confirm and pay, please ensure that your final numbers are accurate. Refunds are not available for a reduction in student numbers following payment. Should you bring more students than confirmed additional payment will be required. Please note, increases in numbers are subject to availability and we cannot guarantee facilitation for additional students. For this reason, we strongly encourage you to login and modify your booking as soon as you become aware of changes.