



FREQUENTLY ASKED QUESTIONS

Cressida Campbell Wholesale tickets

When is the exhibition open?

Cressida Campbell is open only in Kamberri/Canberra

24 September 2022 until 19 February 2023 (closed on Christmas Day)

Open daily, 10:30 am – 5 pm (last session 4pm)

Cressida Campbell is a timed entry exhibition with COVID-19 safe capacity limits. Timed sessions are every half hour, starting from 10.30am, last session 4pm.

We recommend allowing 45-60mins to view the full exhibition.

There are no exhibition pass-outs.

Ticketing is direct with the National Gallery.

Will the exhibition travel to other galleries in Australia?

No, the National Gallery in Kamberri/Canberra is the exclusive Australian venue for *Cressida Campbell*.

Are wholesale tickets available to purchase?

Yes, wholesale vouchers for tourism industry providers are available to purchase online. Ticketing is direct with the National Gallery. Apply for a wholesale promo code with tourism@nga.gov.au

Please allow up to 3 business days for your wholesale account to be approved. You will receive a notification and an individual wholesale promo code to access wholesale prices.

What is the wholesale ticket prices?

Adult	\$20.00
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Only adult tickets are available at a wholesale rate. Additional tickets, such as for children or companions can be booked through our main ticketing portal, [here](#).

All wholesale voucher sales are final, and refunds are not available

How do I purchase a wholesale voucher?

Once you have received your hotel specific promo code, follow the Tourism Toolkit instructions to purchase your wholesale vouchers. Once the transaction is complete, you will be emailed a list of voucher codes. Provide one voucher code per guests, along with the link for them to redeem their time and date.

Cressida Campbell is a timed entry exhibition with COVID-19 safe capacity limits. We recommend providing your guests with their code and booking link as soon as possible to allow them time to book their preferred session. Some sessions may sell out.

BOOK YOUR WHOLESALE VOUCHERS

Step 1: Apply for a wholesale promo code with tourism@nga.gov.au

Step 2: Book wholesale vouchers via <https://connect.nga.gov.au/ccwholesale>

Step 3: Insert your individual promo code to access wholesale prices

Step 4: Select your voucher quantity for adults, pay with credit card

Step 5: Unique voucher codes will be emailed to the address linked to your account. These will be provided in an Excel spreadsheet to allow you to monitor the allocation of codes.

Step 6: Provide each of your guest/s with the individual wholesale code and the booking link to redeem their tickets for a timed and dated session. You will receive a word document that you can send on to guests with all the redemption information.

Please note:

- Maximum quantity of 100 vouchers can be added to your cart at one time
- Wholesale vouchers must be paid at time of order with credit card
- Refunds are not available.

Is there a wholesale helpline?

Yes – our Visitor Experience team can assist with your wholesale inquiries, 10am – 5pm, 7 days.

Please email or call and identify you have a **wholesale inquiry**.

e: information@nga.gov.au

p: 02 6240 6411

Can I get a refund on the wholesale vouchers?

The Gallery cannot issue refunds for wholesale vouchers. Please only purchase the amount of vouchers you feel is necessary.

What if a guest cancels an already allocated voucher?

If your guest with an allocated wholesale voucher code cancels an accommodation package, please call 02 6240 6411 with the wholesale voucher code and order number. The wholesale voucher code will be cancelled, and a new wholesale voucher code will be issued to you. Vouchers cannot be reissued if the voucher has already been redeemed.

How will I know how many vouchers I have sold?

We recommend that you track the voucher code you have sold to guests using the Excel spreadsheet we provided, but if you need an update from the Gallery, you can request this by emailing our us at tourism@nga.gov.au

How do guests use a wholesale voucher code to redeem a *Cressida Campbell* timed entry ticket?

We recommend that you provide your guests with a wholesale voucher code as soon as possible. This will allow your guests to redeem their tickets, securing their preferred date and time session prior to arrival in Canberra, avoiding missing out on their preferred session.

To redeem voucher codes for tickets:

1. Provide your guest/s with their individual voucher code and the booking link: <https://connect.nga.gov.au/c/redeem>. We recommend guests book at least 3 days before their

intended arrival to ensure they can book their preferred session.

Guests need to:

- a. Login or Create a National Gallery Account
 - b. Enter voucher codes
 - c. Select the date and time they would like to attend *Cressida Campbell*
 - d. Select the number of tickets needed, ensuring this matches the number of unique voucher codes entered
 - e. Review and confirm order
 - f. Upon completion, guests will see a prompt to follow should they require any additional tickets for the visit, such as for children or companions.
2. Once they complete the booking process, they will be emailed their PDF tickets. This also includes a general entry ticket, so guests can visit all other areas of the Gallery during their visit.
 3. On arrival, guests can present their general entry ticket to be scanned with Gallery staff or the self-scanners, then present their *Cressida Campbell* ticket at the exhibition entry.

Can guest/s amend a booked *Cressida Campbell* ticket once redeemed?

Redeemed tickets can be exchanged for another day or session if guest/s are unable to attend, as long as the time/date of the original ticket has not passed, nor if the ticket has already been used. Rebooked tickets are subject to availability. Guest/s should contact the Gallery on 02 6240 6411 or information@nga.gov.au

Do you have additional safety measures in place for COVID-19?

The safety of staff and visitors are the National Gallery's top priority. In line with ACT Government guidelines, we have additional safety measures in place to ensure the health and well-being of everyone at the Gallery.

These include:

- Limited capacity in galleries – please follow signage recommendations
- Floor markings and signage to help visitors maintain safe distances
- Sanitiser stations throughout the Gallery
- Additional cleaning including high-traffic areas and high-touch items
- Mobility equipment and large print booklets are sanitised after each use
- More information nga.gov.au/visit

What are the Gallery's conditions of entry?

All visitors to the Gallery must comply with the following:

- Please keep a safe 1.5 m physical distance from others
- Please do not attend if you feel unwell
- Comply with lift capacity restrictions
- More information nga.gov.au/visit/conditionsofentry

Does the Gallery provide accessibility assistance?

Yes, the Gallery can assist with accessibility requirements. Please call us on 02 6240 6411 or email information@nga.gov.au. More information nga.gov.au/visiting/access

What can guests bring into the Gallery?

Bags or items larger than 30cm x 30cm are not permitted within Gallery spaces. Free, self-service lockers are located near the main entry for the visitor's convenience. Backpacks and hard framed-baby carriers must be stored in the lockers provided during your visit.

Are food and drinks permitted?

Food and drinks cannot be taken into the galleries. It is our way of making sure the art is protected for everyone to enjoy. Our outdoor café offers takeaway food and drink which can be enjoyed in the Sculpture Garden.

Is photography permitted?

Yes, in fact we encourage guests to share your experience so click away. Feel free to **@nationalgalleryaus** on Instagram and use **#nationalgalleryaus** and **#CressidaCampbell**. We ask you to be considerate of other visitors. No flash, tripods or selfie sticks permitted.

Where is the National Gallery?

The National Gallery is in the heart of Canberra. We are minutes away from the City, a stroll away from the lake and located within the Parliamentary Triangle. You can enjoy beautiful parks, scenic views, national attractions, and plenty of places to eat at Kingston Foreshore or Manuka nearby. Our address is the National Gallery of Australia, Parkes Place East, Parkes, ACT 2600. For more information on getting to the Gallery, click [here](#).

What is the National Gallery opening hours?

Open 7 days from 10am – 5pm. Closed only on 25 December (Christmas Day).
The first *Cressida Campbell* session starts at 10.30am and the last at 4pm.

Where do I find parking and what are the fees?

Paid parking applies on weekdays and weekends until 5pm in the main carpark, with prices starting from \$3.50. The main carpark is underground and accessible from Parkes Place off King Edward Terrace. On weekends and public holidays above-ground parking is also available off Bowen Drive.

There's free parking for people with limited mobility in both car parks, present your ticket at the Ticketing Desk for validation. Assisted lift access to the Gallery is available from the underground car park. There is curbside drop off available at street level near our Outdoor Café and Main Entrance. Please call 02 6240 6411 for assistance between 9am to 5pm, 7 days a week. All payment Gallery-wide, including parking, is contactless only (no cash).

For the full list of prices, [click here](#).