

FREQUENTLY ASKED QUESTIONS

Jeffrey Smart Wholesale tickets

When is the exhibition open?

Jeffrey Smart is open only in Kamberri/Canberra

Sat 11 December 2021 until 15 May 2022 (closed on Christmas Day)

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

Jeffrey Smart 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 *Jeffrey Smart*.

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 account 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 \$15.00

Child (5-16 years) \$5.00

Child (under 5 years) FREE

Please note:

- Children 4 years and under are free, and do not need a wholesale voucher purchased for them. When they arrive at the gallery, a free ticket will be allocated to them.
- All wholesale voucher sales are final, and refunds are not available

How do I purchase wholesale voucher?

Wholesale vouchers are undated and untimed and will be emailed as one whole PDF per order, with each individual voucher on its own page with a unique ticket code. Wholesale prices will not be included on the PDFs.

Wholesale vouchers need to be redeemed for a *Jeffrey Smart* timed entry ticket by your guest/s. We recommend that you provide your guest/s with a wholesale PDF as soon as possible and instruct them to redeem ahead of their arrival to Kamberri/Canberra, at least three business days out. This will allow your guest/s to book their preferred date and time to avoid missing out on their preferred session. *Jeffrey Smart* is a timed entry exhibition with COVID-19 safe capacity limits. Some sessions may sell out.

BOOK YOUR WHOLESALE VOUCHERS

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

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

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

Step 4: Select your voucher quantity for adults, child (5 to 16 years), pay with credit card

Step 5: Undated and untimed wholesale vouchers will be emailed as one PDF with each page being an individual voucher with a unique code

Step 6: Provide each of your guest/s with an individual page from the PDF. Guest/s must redeem for a *Jeffrey Smart* timed entry ticket.

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](mailto: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.

What if a guest cancels an already allocated voucher?

If your guest with an allocated wholesale voucher cancels an accommodation package, please call 02 6240 6411 with the wholesale voucher number, wholesale reference letter, order number and wholesale reference number. The wholesale voucher will be cancelled, and a new wholesale voucher 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 vouchers you have sold to guests, 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 PDF to redeem a *Jeffrey Smart* timed entry ticket?

We recommend that you provide your guests with a wholesale PDF 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 vouchers, guests will have two options:

1. ONLINE PRIOR TO VISIT:
 - a. Provide your guest/s with the redemption form, [here](#). Guest/s can identify their preferred date and time by completing the form
Guest/s should submit the form at least 3 business days prior to their intended visit date.
 - b. Our Visitor Experience team will email guest/s with *Jeffrey Smart* timed entry tickets and general entry tickets to Gallery.
 - c. On arrival, guest/s can present their general entry ticket to be scanned with Gallery staff or the self-scanners, then present their *Jeffrey Smart* ticket at the exhibition entry.

2. ON THE DAY OF VISIT:
 - a. Guest/s can call on the day of visit to confirm availability of preferred time session prior to their arrival. Tickets will not be guaranteed until arrival at preferred session (subject to availability). At this point, guests can redeem the wholesale voucher PDF at the Gallery ticketing desk and will be allocated into the next available session.

Jeffrey Smart exhibition tickets automatically include a free Gallery entry ticket to access the national collection and free exhibitions including [Know My Name: Australian Women Artists 1900 to Now](#) PART TWO, *Project 1: Sarah Lucas* and more.

Can guest/s amend a booked Jeffrey Smart 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 is not passed, nor if the ticket has already been redeemed. 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:

- All visitors must use the CBR Check-in app upon arrival
- Please keep a safe 1.5 m physical distance from others
- Comply with lift capacity restrictions

- More information nga.gov.au/visit/conditionsofentry

Does the Gallery provide accessibility assistance?

Yes, the Gallery is able to 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 @nationalgallery.au on Instagram and use **#nationalgalleryaus** and **#JeffreySmart**. 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).

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 curb side 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](#).