

FREQUENTLY ASKED QUESTIONS

MUSEUM OF APPLIED ARTS AND SCIENCES
POWERHOUSE MUSEUM

CIRCUS FACTORY

PLANNING YOUR VISIT

How long will the exhibition be in Sydney?

The exhibition will open on 20 December 2014 and will be on until 3 May 2015.

What are the hours of the exhibition?

10am to 5pm (*last entry 3.30pm*)

NSW school holidays: 9.30am to 5pm (*last entry 3.30pm*)

What is the cost for entry to the exhibition?

FREE entry for children under 16 years, when accompanying a paying adult
(limit three children per paying adult)

Adult	\$35
Powerhouse member adult	\$25
Additional child 4–15 yrs <i>Free entry for children under 4 years</i>	\$8
Groups (12 or more)	\$25 per person
School booking	\$10 per student
Vacation care booking	\$10 per student

Exhibition tickets include same-day entry to the Powerhouse, from 10am to 5pm only (9:30am to 5pm in NSW school holidays).

Transaction fee from \$5.95 may apply.

My ticket has a time on it. What does that mean?

Tickets are sold for timed entry in hourly periods. Patrons will enter the exhibition at some point within the designated time period on their tickets.

What happens if I miss my time slot?

It is essential that you arrive in time to enter the exhibition within the time period on your ticket. If you are late, we cannot guarantee your prompt entry.

How long does it take to see the exhibition?

The average visit to the exhibition is between one to two hours. Visitors also receive entry to the rest of the Powerhouse Museum during opening hours.

Is there a restriction to how long I can spend in the exhibition?

While entry to the exhibition must be within the time slot on your ticket, you can spend as long in the exhibition as you like on the day. Most visitors usually spend about one to two hours in the exhibition.

Is this exhibition suitable for children?

While this is a great exhibition for all ages to enjoy, we recommend that children aged 5 years and over will get the most out of their exhibition experience.

Is photography permitted in the exhibition?

Yes, you can take photos in the Powerhouse Museum as long as you don't use flash.

Can I take my pram or stroller into the exhibition?

While the Museum welcomes visitors of all ages some exhibitions, such as this one, cannot accommodate strollers and so we ask that carers make use of the stroller parking provided at the cloakroom desk on level 3 (Museum entrance).

Are food and drinks permitted in the exhibition?

No food or drinks are permitted inside the exhibition.

Is there a café at the Powerhouse?

Yes, there are two cafés at the Powerhouse, located on level 3 (near the exit) and adjacent to the outdoor playground on level 1. Level 3 is open daily from 8:30am – 4:45pm and level 1 is accessible during Museum opening hours.

TICKETING**Why should I pre-book my ticket?**

We **strongly recommend** that you book your tickets in advance to avoid disappointment on sold out days, to avoid the queues, and are able to see the exhibition on the day that you would like. When a session sells out, tickets are not available for purchase at the box office.

Where can I purchase tickets?

Tickets are available online through ticketek.com.au, over the phone on 132 849 or in person at Ticketek outlets. Tickets may also be purchased in person at the Museum front desk.

Why do I need to purchase tickets for a specific time?

When you purchase your tickets, you will be asked to choose a date and time you would like to see the exhibition. For example, if you purchase tickets for 21 December 2014 at 10.30am, you will enter between 10.30am and 11.30am. This hour window allows us to manage the number of people in the exhibition at any given time to ensure all guests have a smooth experience.

I am a Powerhouse Member. How do I purchase tickets to the exhibition?

You can book members tickets, at exclusive members' prices, online through ticketek.com.au, over the phone on 132 849 or in person at Ticketek outlets. Tickets may also be purchased in person at the Museum front desk with proof of membership.

Can I enter and exit the exhibition more than once with my ticket?

No. Tickets are for one entry per person only. Used tickets will show as such in our system to prevent re-entry, so visitors should purchase tickets only from official outlets.

Can I enter the Powerhouse Museum with my exhibition ticket?

Yes. Tickets to the exhibition also includes entry into the Museum during opening hours on the same day that the exhibition ticket is valid for.

Can I buy tickets to the exhibition on the day?

Tickets for the next available session can be purchased online or from the Powerhouse Museum box office. We strongly recommend that you pre-book your tickets to avoid disappointment.

Can I exchange my tickets for another date if due to unforeseen circumstances I cannot make the original booking date?

Tickets are non-refundable and cannot be exchanged, but if something happens on the day please call our Visitor Services box office on (02) 9217 0111 before your session time.

Are group or school bookings available?

For all group and school group sales, please call 1300 364 001 or visit ticketek.com.au. Group discounts are available for 12+ visitors.

Is the exhibition accessible?

The Powerhouse Museum is fully accessible, with ramps and accessible toilet facilities. This exhibition is accessible, with the exception of the carousel ride. Wheelchairs may be borrowed (subject to availability). Companion card holders receive free admission when accompanying a paying visitor with a disability.

Can I use my entertainment book voucher or other discount voucher for entry to the exhibition?

No, discount vouchers or general admission passes (including members' guest passes) are not valid for use to enter this exhibition.

I am accompanying a vacation care or school group, is my entry free?

Teachers accompanying school groups receive complimentary tickets in accordance with the following levels of supervision, which are *recommended* by the Museum (supervisor : students)

- + 1:5 for years K-2
- + 1:10 for years 3-6
- + 1:20 for years 7-12

Additional tickets for teachers accompanying schools groups (in excess of the ratios above) may be purchased for \$25 per teacher. For school bookings, contact Ticketek on 1300 364 001.

Teachers visiting with their friends or families (not on an excursion) will need to pay the adult rate for entry (\$35 adult, \$25 member adult).

What will I see in the exhibition?

Experience all the wonder of the circus with live performance, sideshow favourites, local and international exhibits and vintage toys and novelties, including:

- Ride a 100 year-old carousel from Craig Robson's *Fairground Follies* collection.
- See a magnificent exhibition of 60 circus costumes, drawn from Australian and international collections, focuses on the craft of designing outfits that express each circus performer's specialty. Some of the costumes are over 100 years old.
- View over 200 items from the Museum's vast collection, including stunning objects and photographs from the never before seen collection of the famous Australian Wirth's Circus.
- Hilarious kinetic sculptures and contemporary mechanical figures created by Adelaide's David Archer.

- Sideshow activities like the Strongman Game and Laughing Clowns, with the opportunity to learn the scientific explanations that underlie the mystique.
- Throughout the January and April holidays, see a limited season of performances from the acclaimed Australian contemporary circus troupe, Circa. Shows will run for approximately 15 minutes, on the hour.