



**NATIONAL ARCHIVES OF AUSTRALIA**

## School visits cancellation policy

- Booking alterations and/or cancellations must be made via [Book Canberra Excursions](#) up to 14 days prior to a scheduled visit. Please note that charges may still apply.
- Please contact us directly via [schoolbookings@naa.com.au](mailto:schoolbookings@naa.com.au) or 02 6212 3691 if you require changes to your booking within 14 days of your scheduled visit.
- Groups arriving later than 5 minutes after a scheduled booking time may not receive a full program due to real or potential impacts on other scheduled arrivals.
- The teacher, bus driver or tour operator responsible for the group should call ahead to advise if the group is delayed.
- If groups do not attend a booked session or arrive later than 15 minutes after a scheduled booking time your session may be subject to cancellation and charges may still apply.
- We request a ratio of one teacher or accompanying adult to each 15 students. Schools arriving without this ratio may have their program cancelled.