

# Conditions of Entry Protocols

Approved 05 January 2022

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## 1. PURPOSE

The Queensland Art Gallery | Gallery of Modern Art ('the Gallery') is committed to providing a safe, welcoming and enjoyable environment for all visitors whilst ensuring the protection of the artworks placed under its duty of care. By entering the Gallery, each person is bound by the terms and conditions of public entry.

## 2. SCOPE

This policy is applicable to all visitors to the Queensland Art Gallery and/or Gallery of Modern Art buildings.

## 3. DEFINITIONS

**Adult** – any person of or above the age of 18 years.

**Bags** – is defined as all bags and luggage. This includes, but is not limited to, handbags, laptop bags, camera bags, briefcases, suitcases, music cases, backpacks and shopping bags.

**Carer** – a person charged with the responsibility of caring for a child, elderly person or person with a disability, other than the primary carer, e.g. teachers, vacation care coordinators, outside school hour's carers, health care workers or appropriately aged siblings.

**Child** – for the purposes of this policy, a child is any person between the ages of 3 and 12 years inclusive.

**Employee** – all Gallery employees, including volunteers.

**Filming** - includes images being captured on moving digital or tape cameras, iPad, digital tablet, mobile phone devices and/or any other device capable of recording images.

**Guardian of a child** – a parent or person who has parental responsibility of a child.

**Infant** – a child under the age of three.

**Items** – all personal items not covered by the definition listed under **bags** above; including, but not limited to, umbrellas, skateboards or any other type of skating device, motorcycle helmets, electric scooters, tripods, monopods, selfie sticks, camera / smart phone gimbals or the like, pointing devices, food and drink, water bottles, inflated balloons, confetti. (*Please refer to the Gallery's Sketching and Note taking Policy for further items not listed here*).

**Photography** - includes images taken on a still camera, iPad, digital tablet, mobile phone devices and/or any other device capable of recording images;

**Prohibited items** – weapons such as firearms, knives of any description capable of injuring a person, blunt objects capable of bludgeoning or threatening a person, flammable goods including open flame devices, laser pointers, glow sticks, drugs, alcohol.

**Public nuisance** – a person or persons who behave in a disorderly, offensive, threatening or violent way and whose behaviour interferes or is likely to interfere with normal Gallery operations (including staff duties), exhibition programs or visitors' enjoyment of the Gallery environment.

**Smoking** – a tobacco product, any type of cigarette, loose smoking blend, cigarette papers and any type of smoking pipe or apparatus, including e-cigarettes.

**Student** – applies to persons between the ages of 13 and 17 years who carry a valid student concession card.

**Visitors** – members of the public.

**Young person** – persons between the ages of 13–18 years inclusive.

#### 4. CONDITIONS OF ENTRY

Conditions of entry are subject to change without notice. Refusal to comply with these conditions of entry may result in the removal of the offender from the Gallery site.

- Children 12 years and under must be accompanied by a carer or guardian at all times
- All visitors to the Gallery, as a minimum, must wear footwear and suitable clothing. Unsuitable clothing may include fancy dress costumes, materials or paint concealing the head and/or face, swimwear, underwear and outerwear that may be offensive to other visitors.
- For the safety of children, other visitors and the protection of artworks, running is not permitted on Gallery premises.
- All visitors to the Gallery are expected to behave in a proper manner. The Gallery reserves the right to refuse or revoke admittance to any visitor identified as acting in an inappropriate manner by Gallery employees.
- Visitors to the Gallery need to refrain from touching or, in any other way, interfering with artworks on display including the Watermill pools located within the Queensland Art Gallery. This rule does not apply to artworks designated and labelled as interactive.
- Food and drink are not permitted to be consumed within the public areas of the Gallery buildings except in Cafes, Cinemas (excluding hot food) external grounds and during approved Gallery events.

- Prams and strollers are permitted on Gallery sites. Visitors are to take care when using prams and strollers to avoid any damage to artworks and/or Gallery property or injury to other visitors. Prams and Strollers are not permitted on Gallery escalators for safety reasons.
- Visitors taking notes or making sketches do so in accordance with the Gallery's *Sketching and Note-taking Protocols*, available from the Information Desks.
- Visitors must obey all rules, policies, signs, notices and directions given by Gallery employees.
- The Gallery reserves the right to:
  - inspect any bag, luggage, item or object, however described, upon entry to and before leaving the Gallery premises.
  - create records of events and activities taking place on Gallery premises for reporting, archival and promotional purposes. These records may include images, film and/or sound recordings.
  - use Security Closed Circuit Television cameras (CCTV) throughout the Gallery premises.

## 5. CLOAKING BAGS/ITEMS

- Bags which exceed 40cm (L) x 15cm (W) x 35cm (H) and items noted under the definition are required to be checked into a Gallery cloakroom. A template outlining the above dimensions is available at each cloakroom. To ensure the safety of artworks on display, the Gallery asks that visitors carry bags under their arm, down by their side or in front of their body rather than on their backs.
- At their discretion, Gallery employees may request a visitor to cloak an item where it is felt the safety of other visitors and/or Works of Art may be compromised.
- The Gallery requires umbrellas to be left at a Gallery cloakroom for collection at the end of the visit.
- Exceptions will be made for visitors with bags containing care needs for themselves, or who are accompanying children or people with disabilities. This includes, but is not limited to:
  - bags containing items for a medical condition or first aid supplies. These should be carried by the visitor's side.
  - baby carriers being used to carry a child. The Gallery asks that these be cloaked when not in use.
  - baby bags securely and unobtrusively attached to a pram or carried by the carer's side.

Additional exceptions may be made at the discretion of staff, and within reason. Any exempted items will be tagged to allow identification by other staff.

## 6. ADMISSION PRICES FOR TICKETED CINEMA PROGRAMS AND EXHIBITIONS

- Children aged under 5 years are free of charge.
- For ticket prices including concessions, please refer to the QAGOMA website for more details.

## 7. ANIMALS

Animals are prohibited on all Gallery sites except for:

- certified Guide, Hearing and other registered assistance dogs
- detection dogs used by the Police services
- animals approved for exhibition requirements; and
- other assistance animals if the person can produce evidence that:
  - a) the animal is an assistance animal; and
  - b) the animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

## 8. CHILDREN / INFANTS

- Responsibility for the care and wellbeing of children and infants at Gallery sites remains with their carer or guardian.
- Children 12 years and under and/or infants are not to be left at any time without the direct supervision of their carer or guardian at any Gallery site, as per the QAGOMA *Security and Safety in working with Children Policy*.
- Children/infants identified as unattended by Gallery staff will be kept safe whilst the Gallery procedure for dealing with unattended children/infants is followed. This may involve police assistance.
- Breast or bottle feeding of infants may be undertaken anywhere within the gallery buildings whilst visiting QAGOMA. Alternatively, for the purpose of privacy, there are Parents Rooms located on Level 1 at the Gallery of Modern Art building and two on the Watermall Level at the Queensland Art Gallery building. Parents rooms contain facilities to heat food items, comfortable seating and changing tables.

## 9. FILMING AND PHOTOGRAPHS

- Photography (without flash) and filming for private purposes is allowed on Gallery sites, except in areas where photography and filming has been restricted.
- Using tripods, monopods, gimbals or lighting equipment without the express permission from the Gallery is not permitted.

- Photography and filming for any commercial purpose is prohibited unless prior written permission has been sought and obtained from the Gallery Director. Please refer to the Gallery's *Third Party Communication and Marketing Policy*.
- In accordance with the *Security and Safety in Working with Children* policy, close-up photography and/or filming of children/infants is not permitted on any Gallery site unless permission has been obtained from the child's/infant's parent or guardian prior to a children's program activity. For promotional and publicity purposes, the Gallery will obtain written permission from a parent or guardian prior to any close-up photography and/or filming taking place.
- Photographing or filming any part of the Gallery's internal or external security apparatus, including CCTV cameras, movement detectors and /or security staff is not permitted.

## **10. LOST /FOUND PROPERTY**

- All lost property handed in and/or found within the Gallery premises will be documented in the Lost and Found property register and safely stored in a secure location.
- When lost property is claimed, details of the claimant will be documented in the Lost and Found property register.
- Lost property will be held for a period of 4 months after which time the item/s will be disposed of, recycled, donated or given to charity. The Lost and Found property register will be updated to record the disposal of the property.

## **11. MEDIA**

Members of the media comprising of representatives from publishing or broadcasting networks, television stations or radio networks are not permitted on any Gallery site without prior approval from the Gallery Director, Assistant Director Development and Commercial Services, or the Gallery's Media Manager. All enquiries by media representatives are to be directed to the Gallery's Media Manager.

## **12. PROHIBITED ITEMS**

Prohibited items are not allowed on any Gallery site. Persons found to be possessing prohibited items will be escorted from the premises in accordance with Gallery procedure and the police contacted.

## **13. REFUSAL OF ENTRY OR EVICTION**

Gallery employees or contractors working on behalf of the Gallery uphold the rights of admission to Gallery sites and grounds and reserve the right to refuse entry to or evict:

- any person deemed intoxicated or affected by a prohibited substance;
- any person whose behaviour constitutes a public nuisance;
- any person who uses inappropriate, offensive, indecent, abusive or threatening language;
- any unauthorised person;

- any person who attempts to wilfully damage Gallery property and/or collection item;
- any person who attempts to bring any restricted or prohibited item/s onto a Gallery site; and,
- any person who behaves in a manner that potentially may cause injury to themselves or others;
- any person wearing inappropriate clothing.

## 14. SMOKING

- Smoking is prohibited as per legislative requirements on all Gallery sites including cafes, grounds and car parks.
- For further legislative information on smoking in outdoor eating and drinking places please refer to the *Tobacco and other Smoking Products Act 1998*.

## 15. ADMINISTRATION

### RELATED DOCUMENTS

- [Anti-Discrimination Act 1991](#)
- [Disability Services Act 2006](#)
- [Guide, Hearing and Assistance dogs Act 2009](#)
- [Working with Children \(Risk Management & Screening\) Act 2000](#)
- [Weapons Act 1990](#)
- [Tobacco and Other Smoking Products Act 1998](#)
- [Summary Offences Act 2005](#)
- [Police powers and Responsibilities Act 2000](#)
- [Queensland Art Gallery Act 1987](#)
- [The Gallery's Sketching and Note-taking Protocols](#)
- [The Gallery's Third Party Communication and Marketing Policy](#)
- [Security and Safety in Working with Children Policy](#)

### REVIEW PROCESS

This policy will be reviewed every three years or when significant legislative or organisational change occurs.

*Once printed this document is no longer a controlled document.*