

# Group visits to the Ballarat Tramway Museum

## Information, conditions and how to book



**BALLARAT  
TRAMWAY  
MUSEUM**

### HOW TO ENQUIRE AND BOOK

Please read through this brochure to find the service that best suits the needs of your group, in addition to any additional services you may wish to request.

After considering our services and reading our Terms and Conditions at the end of this brochure, you can fill in our online [Group Visit Enquiry Form](#) or send an email to [marketing@btm.org.au](mailto:marketing@btm.org.au) to start the process of booking your group's visit.

We will respond to your enquiry by email or phone call to discuss the details of your visit, the total cost and payment options.

A confirmation email will be sent once your booking has been accepted.

### OUR REGULAR OPERATING DAYS

Every Tuesday + Thursdays during Victorian School Holidays – **10am to 3pm**

Every Saturday and Sunday + Victorian Public Holidays – **11am to 4pm**

Visits outside these days and/or times can be arranged with sufficient notice and subject to volunteer availability. Out-of-hours visits incur higher admission fees.

### OUR SERVICES FOR GROUPS

#### Community groups, clubs or large families – Museum Display Hall and Vintage Tram Ride

This option is suitable for groups of 15 or more people who wish to experience our Museum and Vintage Tram Rides together.

#### What's included?

- Access to the Museum Display Hall
- Fifteen minute introductory talk and information session
- Vintage tram ride
- Complimentary tea and coffee

**Note:** Small groups of fewer than 15 people are encouraged to visit on Operating Days, when normal individual admission pricing applies (see our website for more detail).

#### Pricing

	Operating Days	Non-Operating Days or after hours
15+ people	\$20 pp (\$13 pp conc.)	\$25 pp
<15 people	\$300 per group	\$375 per group

#### School groups – Education Programme and Vintage Tram Ride

Our Education Programme is an engaging and fun way for children to experience our Museum and trams within an educational framework.

The programme can be adapted for groups of any size or age, and is led by our Education Team – made up of Museum volunteers who are experienced current or former teachers and educators.

To ensure that our Education Team is able to provide the best experience possible, groups of more than thirty people should arrange multiple sessions during the day of the visit (at no additional cost).

#### What's included?

- Fifteen minute introductory talk
- Two activity sessions with our Education Team
- Supervised exploration of the Museum Display Hall
- Vintage Tram Rides for all visitors

#### Pricing

1 to 25 students	\$200
26 to 50 students	\$250
51 to 75 students	\$400
76 to 100+ students	\$500
Teachers and support staff	No charge

## Commercial Tour Operators – Museum Display Hall and Vintage Tram Ride

The Ballarat Tramway Museum is one of the region’s top tourist attractions, and is an ideal stop for commercial tour companies offering experiences of Ballarat and the Goldfields.

We are able to accommodate tour groups of up to 75+ people, although groups larger than 40-50 people should consider booking multiple sessions to ensure the best visitor experience.

### What’s included?

- Fifteen minute introductory talk and information session
- Guided tour of the Museum Display Hall
- Vintage tram rides
- Complimentary tea and coffee

### **Pricing**

1 to 25 people	\$300
26 to 50 people	\$500
51 to 75 people	\$750
75+ people	By negotiation

## Vanguard Visionaries – High Tea and private functions on ‘Cuthberts939’

Local catering company Vanguard Visionaries offers an all-inclusive ‘Cuthbert’s High Tea’ service every second Sunday using our former Melbourne restaurant tram ‘Cuthberts939’.

This popular service sells out quickly and bookings are essential. [Click here](#) for more information and to book your tickets.

Vanguard Visionaries also offer packages for catered private functions on this tram, suitable for groups of up to 24 guests.

To enquire about private functions on this tram, please send an email to [eoghan@vanguardvisionaries.com.au](mailto:eoghan@vanguardvisionaries.com.au)

## ADDITIONAL SERVICES AT NO EXTRA COST

### **Arrive in style – by tram!**

Many groups choose to visit the Ballarat Tramway Museum before or after exploring the Botanical Gardens and the Lake Wendouree precinct.

One of the easiest and most authentic ways of reaching our Museum is by tram. We can meet your group at an agreed time and location, then take you back again afterwards.

### **Guided tours of the Depot**

Our fleet of historic trams are maintained, overhauled and restored in the Depot building next to the Museum, and a guided tour of this area can be included as part of group visits if a suitable volunteer is available.

The Depot is an active workshop environment and is not open to visitors except as part of guided tours. Slip, trip and fall hazards, dust, loud noises and heavy machinery may be present and active. Depot tours are not suitable for small children or people with limited mobility.

We reserve the right to decline requests for Depot tours at any time, even if a tour was previously arranged for your group.

## OTHER FACILITIES AVAILABLE FOR HIRE

### **Use of our Boardroom**

The Boardroom is a private upstairs meeting space with with an adjacent kitchenette. It features a large table with seating for up to 12 people and facilities for audiovisual presentations.

\$200 for up to 3 hours on Operating Days  
\$300 for up to 3 hours on non-Operating Days.

Discounts are available for BTM Members or other transport enthusiast and/or preservation groups.

### **Birthday parties**

Our Boardroom is the perfect place to host birthday parties, with plenty of space for food, drinks and games upstairs. All guests can explore the Museum Display Hall and have unlimited Vintage Tram Rides before, during or after the party.

Maximum of 15 children, with supervising adults free of charge.

\$250.00 on Operating Days

### Use of our kitchen facilities and Theatrette

Our kitchen features a large electric cooktop and oven, refrigerator, dishwasher, urn and espresso coffee machine. A serving hatch provides access to the Theatrette.

The Theatrette is a medium-sized exhibition and presentation space which can be closed off from the main Display Hall. It is suitable for stand up or cocktail-style events for up to 50 people or with tables and seating for 20-30 people. It features a widescreen television and facilities for audiovisual presentations.

Minimum \$50 cleaning fee (may be higher depending on size and type of function).

## ACCESSING OUR TRAMCARS

Our historic former Melbourne tram W7 1029 can be used with the boarding ramp outside the Depot for people with limited or restricted mobility. This tram features level floors, wide doorways and a dedicated space for wheelchairs and mobility aids.

Unfortunately, all other tramcars are unsuitable for people using wheelchairs or mobility aids. This includes the restaurant tram *Cuthberts939*.

A portable staircase is available for people who have difficulties navigating the high steps into and out of any other tramcars in our fleet.

Domestic pets and registered assistance animals are welcome on board our trams, however only registered assistance animals are permitted inside the Museum.

## ACCESSING OUR MUSEUM

The Museum Display Hall and Theatrette is fully accessible and step-free throughout, although trip hazards are present in the Display Hall.

Two standard bathrooms and one accessible bathroom are located on the ground floor.

The Boardroom is located up a single flight of stairs, which may present access challenges for some people.

## CONTACT US

We welcome your feedback about your visit and our group booking process.

Marketing or booking enquiries: [marketing@btm.org.au](mailto:marketing@btm.org.au)  
For general enquiries or feedback: [info@btm.org.au](mailto:info@btm.org.au)

Phone: (03) 5334 1580  
Post: P.O. Box 632  
Ballarat, Victoria 3353

## TERMS AND CONDITIONS

- Bookings for group visits must be made in writing at a minimum of two weeks before the intended date of the visit.
- Any booking enquiries must be considered tentative until all arrangements, costs and payment options have been agreed upon and confirmed by us.
- We reserve the right to decline any booking enquiry for any reason. Booking requests for non-Operating Days may be declined if insufficient volunteers are available.
- Confirmed bookings may be altered or cancelled at the discretion of the Operations Manager. In this case, we will communicate any changes to you and may offer to rebook or offer suitable compensation at our discretion.
- We will take all reasonable steps to ensure our accessible tram is available for your group if requested, however we cannot guarantee its availability if maintenance or repairs are required.
- Any deliberate vandalism of our trams/ exhibits or abusive/aggressive behaviour from any visitor will not be tolerated. Any such behaviour may result in your group being asked to leave.

## OPTIONS FOR PAYMENT

For group visits, birthday parties or similar private bookings, payment may be made at the Museum shop on the day of your visit.

We will provide an invoice for large group visits, schools, commercial tour groups and functions. We prefer invoices to be settled prior to the day of your group's visit.

Please ensure a primary contact name, phone number, email address and postal address is provided when booking.

All advertised prices are inclusive of GST.