

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, along with any additional services you may wish to request, and our Terms and Conditions for group bookings.

Enquire online with our [Group Visit Enquiry Form](#)

Enquire by phone: call (03) 9391 7495

Enquire by email: write to bookings@btm.org.au

Please note: Making an enquiry does not guarantee our acceptance of your booking. Bookings must be considered tentative until all arrangements have been confirmed in writing.

OUR REGULAR OPERATING DAYS

All groups are encouraged to visit during our regular operating days:

Tuesdays (and Thursdays during Victorian school holidays) – **10am to 3pm**

Saturdays, Sundays and Public Holidays in Victoria – **11am to 4pm**

Visits outside these days and/or times can be arranged, but will incur higher admission fees and are subject to volunteer availability.



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
- 15 min. introductory session
- Vintage Tram Rides for all visitors
- 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).

Charges for Community groups, clubs or large families		
	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 Rides

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 request multiple sessions during the day of the visit (at no additional cost).

What's included?

- 15 min. introductory session
- Two activity sessions with our Education Team
- Supervised exploration of the Display Hall
- Vintage Tram Rides for all visitors

Charges for Education Programme	
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 Tours—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.

Our Commercial Tour package allows groups to experience a significant element of Ballarat's social history up close and in person.

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

To give visitors an exclusive experience not normally available to the public, commercial tour operators may wish to consider including a guided tour of the Depot as part of their booking.

What's included?

- 15 min. introductory session
- Guided tour of the Museum Display Hall
- Vintage Tram Rides for all visitors
- Complimentary tea and coffee

Charges for Commercial Tour groups	
1 to 25 people	\$300
26 to 50 people	\$500
51 to 75 people	\$750
75+ people	By negotiation

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 one of our designated tram stops along Wendouree Parade at an agreed time. Once you have finished your visit to the Museum, we can take you back to any stop along our line.

Guided Depot and Workshop Tours

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 an adjacent kitchenette. It features a large table with seating for up to 12 people and facilities for audiovisual presentations.

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.

Use of our kitchen and/or 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.

Charges for other facilities	
Boardroom hire	Up to 3 hours on Operating Days - \$200 Up to 3 hours on non-Operating Days - \$300
Birthday parties	\$250 on Operating Days
Kitchen and Theatrette	Minimum cleaning fee - \$50

Cuthberts 939

Ballarat's Exclusive Function Tram

PROUDLY OPERATED BY



Ballarat-based catering company Vanguard Visionaries operates the 'Cuthbert's High Tea' service every second Sunday using our former Melbourne restaurant tram *Cuthberts939*.

This popular service sells out quickly—bookings are essential!
cuthberts939.eventbrite.com.au

Vanguard Visionaries can also arrange private functions aboard *Cuthberts939* for up to 24 guests.

For more information about these services, email eoghan@vanguardvisionaries.com.au

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.

TERMS AND CONDITIONS

Bookings for group visits must be made in writing at a minimum of two weeks (four weeks for bookings of *Cuthberts939*) from the intended date of the visit.

Any booking enquiries must be considered tentative until all arrangements, charges and payment options have been agreed upon and confirmed by us.

A non-refundable deposit of \$150 or 40% of the total charges (whichever is greater) may be requested before any booking is confirmed.

We reserve the right to decline booking enquiries for any reason. Booking requests for non-Operating Days may be declined if insufficient volunteers are available. If we must decline a booking enquiry, we will endeavour to provide a written explanation.

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.

We will take all reasonable steps to ensure that our accessible tram W7 1029 is available 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 towards our volunteers will not be tolerated and 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. Deposits may be paid by direct debit.

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

All advertised prices are inclusive of GST.

CONTACT US

For all booking enquiries:

Email: bookings@btm.org.au

Phone: (03) 9391 7495

Mail: P.O. Box 632, Ballarat, Victoria 3353

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