



**2025**

# **Qantas Founders Museum Bookings Contract**

## Section 1 - Terms and Conditions

Although every effort is made, Qantas Founders Museum (QFOM) shall not be liable for any illness, injury, damages, loss, delay or failure to join the tour which may occur due to factors beyond our control. We highly recommend all guests have travel insurance coverage.

QFOM retains the right to alter tours, itineraries, meals, inclusions, days of operation or even cancel tours if unforeseen circumstances occur.

QFOM reserves the right to change prices relating to admissions, group rates, catering and any other costs associated with a visit if unforeseen circumstances occur.

### 1.1 COVID-19

Qantas Founders Museum (QFOM) is monitoring the impacts and concerns associated with the Coronavirus (COVID-19) very closely. In line with our core values, we are taking every precaution to prevent the spread of COVID-19 to protect our employees, customers, and our community.

Please do not attend if any of the following apply to you:

- you have developed a fever, cough and other flu-like symptoms
- you have recently returned from overseas
- you have been diagnosed with COVID-19 and are under Queensland Health Isolation regulations
- you are a close contact to COVID-19 and showing symptoms.

QFOM always follows current Queensland Health guidelines and retains the right to alter COVID-19 policy and procedures if circumstances change. Any amendments to the QFOM COVID-19 policy will be notified to the public through social media, website and any other relevant channels at the time.

Please help us manage the risks to the health and safety of our staff and visitors by cooperating with the measures we have outlined above and by complying to social distancing where possible in public spaces.

**To receive full refund of the booking price and waive cancellation fees, when cancelling a booking due to COVID, Qantas Founders Museum is required to be notified 24 hours prior to the tour date/time.**

## Section 2 - Tour Booking Requirements

### 2.1 Groups/Private Tours

Final numbers for tours only are to be sent via email to [bookings@qfom.com.au](mailto:bookings@qfom.com.au) seven (7) days prior to the tour date.

Any booking which includes a tour and group catering are to have dietary requirements notified fourteen (14) days prior to the booking date and final numbers with any last minute updates to dietary requirements confirmed seven (7) days prior to the tour date.

The minimum group size for Private Tours are 10 people, while the maximum capacity is 36 people. If the group size exceeds the maximum number, an extra guide will be provided at no extra cost. For instance, if the group consists of 50 people, it will be divided into two smaller groups each with their respective guide. Similarly, if the number reaches 90, the group will be divided into three smaller groups, each led by their respective guide.

In cases where the group size falls below 10 people, the charge will be based on a minimum of 10 people.

The Host and Driver of Groups/Private Tours receive free of charge entry to Qantas Founders Museum, Airpark Tour and Luminescent Longreach. With larger groups, for every 10 paying guests, one tour leader/crew/host will receive free of charge entry to the abovementioned experiences.

Booking Requests for groups of more than 60 people require a minimum of four (4) weeks' notice.

Groups/Private Tours are allocated specific tour times. These times can be shared with the booking agent upon request however they are as follows for April to September; 8:00am, 9am, 10:30am and 2pm and for October to March; 8:00am, 9am and 10:30am. Tours to be booked via email to [bookings@qfom.com.au](mailto:bookings@qfom.com.au).

Group/Private Tours can select a specific tour from our list of admissions to best suit the group requirements. These tour options can be found on the Admission Prices 2025 list or information can be sent via email upon request sent to [bookings@qfom.com.au](mailto:bookings@qfom.com.au).

QFOM reserves the right to alter/negotiate time of booking noted on the request if a requested time has been booked by another group. QFOM also reserves the right to decline a booking request should there be no Group/Private Tour times available.

If Groups/Private Tours numbers are below 10 people, QFOM reserves the right to move the group to one of the public tours scheduled at 8:30am, 11am or 1pm. Where the need to do so arises, QFOM will notify the group/tour company via email with as much notice as reasonably possible.

Group rates apply for Groups/Private Tours and will be sent to travel agents, tour companies and school groups upon request.

For any Group/Private Tours which include catering the host and/or driver will be charged at 50% of the cost of catering. Catering bookings also incur a 10% surcharge on Sunday's and a 15% surcharge on public holidays.

QFOM will supply a Risk Assessment or Certificate of Liability upon request.

## 2.2 Public Airpark Tour

Maximum numbers for Airpark Tour are 36 people and there are no minimum numbers for this tour.

Group rates apply for any members of the public booking with 10 people or more. These rates will be notified to guests upon request.

All guests are to book online [www.qfom.com.au](http://www.qfom.com.au). The online bookings close by 6am on the day to facilitate our demands. Please call on the day or visit the museum to check availability.

## 2.3 747 Wing Walk

Maximum numbers for 747 Wing Walk Tour are 6 people **(12 years and over only)** and there are no minimum numbers for this tour.

**Enclosed shoes are compulsory for the tour and no group rates apply.**

## 2.4 Luminescent Longreach – Light & Sound Show

Minimum numbers for Luminescent Longreach are 10 people and the maximum numbers for Luminescent Longreach are 180 people.

Group rates apply for any groups of 10 or more people and rates will be notified to guests upon request.

The Light & Sound Show times change at the beginning of each month and can be sent upon request or found on our website [www.qfom.com.au](http://www.qfom.com.au)

## 2.5 Captain's Club Package

Maximum numbers for the Captain's Club Package are 8 people and the minimum numbers for this package are 2 people. This package is not available on weekends.

The Captain's Club Package is the premium package at Qantas Founders Museum and is to be booked a minimum of 72 hours prior.

During Summer operating months (October to March) the Captain's Club Package begins at 7:30am and runs for 4 hours while during Winter operating months (April to September) the tour begins at 8am and runs for 4 hours.

There are **no discounts applicable for this package** and is only available for guests aged 12 years and over. For more package inclusions and other information please visit our website [www.qfom.com.au](http://www.qfom.com.au) or email [bookings@qfom.com.au](mailto:bookings@qfom.com.au)

## 2.6 Change of Date/Time Policy

Where possible QFOM will honour change of date/time requests made with at least 5 days' notice. This is not possible for all tours and is always subject to availability.

Change requests made with less than 5 days' notice will not usually be accepted however if the change can be accommodated, the change may be subject to an administration fee of 10% of the booking.

## 2.7 Discounts

As mentioned, group rates may be applied for groups of 10 or more people for specific tours.

For more information relating to discounts, industry rates, familiarisation tours or Qantas employee rates please email [bookings@qfom.com.au](mailto:bookings@qfom.com.au) or phone the museum.

# Section 3 – Accessibility

## 3.1 Accessibility Information

Accessible car parking is provided within 10 metres of the museum entrance. The Museum itself is all on one level and is wheelchair accessible, with wide doorways and space within to manoeuvre with ease. Accessible bathrooms with braille signage are available at both the front and rear of the building. Please note access to the aircraft on tours of the Airpark is only available via stairs. The Museum underwent an accessibility audit in late 2023 and is currently working on implementing recommendations to further improve accessibility.

Audio Visual films in the museum and theatre are captioned. A downloadable Audio tour of the museum and National Heritage Listed Hangar is available free of charge to all visitors. The tour is accessible via the user's own device by downloading the VACAYIT app. Access this via: <https://www.vacayit.com/qantas-founders-museum>.

The Light and Sound Show is a 25-minute experience, requiring guests to stand for the duration of the show. If you require a chair, please speak to the staff on the night.

Tactile indicators are present at the front door to assist with navigating to the entrance, and registered service dogs are welcome. A grassy area suitable for their toileting is available adjacent to the front entry.

A quiet area near the front entry keeps in mind the comfort of guests with sensory sensitivities.

Trained staff are at hand to assist with any accessibility requirements.

### 3.2 Bookings with Special Requirements

At the time of booking every guest is obliged to inform QFOM of any condition, including but not limited to reduced mobility or any Disability of any guest visiting in the booking, which may require special arrangements, medical equipment/supplies, care or assistance. This is to ensure the guest can be provided for safely and in accordance with all applicable safety requirements and for QFOM to consider whether the package is generally suitable for the person with reduced mobility or any Disability.

## Section 4 - Cancellation Policy

### 4.1 Cancellation Policy for Group Bookings Excluding Catering (Tour Only)

A final confirmation of numbers (tour only) is to be confirmed in writing via email to [bookings@qfom.com.au](mailto:bookings@qfom.com.au) seven (7) days prior to the booking date. However, if the booking is to be cancelled, all tour cancellations made by private groups, travel agents or the public where the booking consists of a tour/museum entry only, the following applies:

- **Cancellation requests are to be emailed to [bookings@qfom.com.au](mailto:bookings@qfom.com.au) or phoned in to the museum at 07 4658 3737.**
- **Cancellations made up to 72 hours prior to the tour date receive a 100% refund with fees waived.**
- **Cancellations made 48 hours prior to the tour date will be charged a 50% cancellation fee.**
- **Cancellations made 24 hours (or less) prior to the tour date will be charged a 100% cancellation fee.**

### 4.2 Cancellation Policy for Group Bookings with Tour and Catering (Private Groups & Corporate Groups)

Final confirmation of numbers and dietary requirements are to be confirmed in writing via email to [bookings@qfom.com.au](mailto:bookings@qfom.com.au) 14 days prior to the booking date.

**Should the final numbers and dietary requirements not be confirmed by this time, the costs associated with the booking will be charged as per the initial booking request, or most recent update of numbers.**

Other catering requirements are noted on the relevant catering menu.

When cancelling, the following applies:

- **All cancellations of catering bookings are to be sent via email to [bookings@qfom.com.au](mailto:bookings@qfom.com.au) 10 days prior to the booked date to receive a full refund and waiving of any cancellation fees.**
- **Cancellations made 72 hours prior to the tour date will be charged a 50% cancellation fee.**
- **Cancellations made 48 hours (or less) prior to the booked date will be charged a 100% cancellation fee.**

## Section 5 – Rates and Prices

Rates and prices quoted in print, on the website or quoted by our reservations personnel are subject to availability and can be withdrawn or varied without notice.

Price changes may occur at any time by reason of matters outside our control which increase the cost of the product, or the service provided by the suppliers. Such factors include but are not limited to fuel surcharges, price increases made by our suppliers, taxes and freight.

Any price increase which is outside our control will be added to your account and is payable no later than 14 days from booking, at our absolute discretion and where suppliers permit, we may also offer a refund.

Agreement

I have read and agree to the Terms and Conditions set out in Sections 1 to 8 of this policy.

Confirmed by (print name):

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Qantas Founders Museum

Signature:

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Date:

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Confirmed by (print name):

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Tour Company:

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Signature:

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Date:

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Section Acknowledgment:

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