



FREQUENTLY ASKED QUESTIONS

School Excursion Bookings

How do I make a school booking?

We recommend that you check our website for the school session times, listed up to 12 months ahead. These are updated regularly and show which sessions have films already scheduled, and which sessions are open to “Teacher’s Choice”. If it says “Teacher Choice”, you may select the film of your choice if it has not already been programed that morning.*

1. Check School Film Session Times online:
www.imax.com.au/schooltimetables
2. Call, email or send a booking via our website:
Phone: (02) 9213 1600
Email: education@imax.com.au
Online Bookings: www.imax.com.au/schoolbookings

**While we update the school session times daily, these may be subject to change. Teachers’ Choice is subject to availability and final approval by IMAX.*

What films can I book for my students?

There’s a wide selection of educational films available for schools, on topics that cover just about every key learning area – space science and exploration, marine ecosystems, endangered species, natural disasters, the human body, Australian environments, Antarctica, explorers, ancient civilizations, animals in their natural environment... and more.

Films for Schools are listed online - www.imax.com.au/schoolsfilms

How long are the films and how much time should I allow on the day?

Most documentary films for schools run for 45 minutes. You should allow one hour for your time at the Theatre, starting at 15 minutes prior to the screening time. If seeing two films, or a feature film, allow more time as appropriate.

Traffic can be heavy in the mornings during peak hour, so if you have a 10am film planned, please ensure you allow plenty of time to get to the Theatre.

How far ahead should I book?

Bookings are taken up to 12 months ahead. We suggest that you book early to have choice of the sessions, otherwise you’ll have the option to fit in with the times already booked by other schools. Look for sessions marked “Teachers’ Choice” as these may still be available for your selection of film:
www.imax.com.au/schooltimetables

How far ahead can I make school bookings?

School bookings are taken up to 12 months ahead, all year round. Our Education Office is open 8.30am – 5.00pm Monday to Friday.

What times can I book a school excursion?

Teachers can book their excursions to take place during school term time, Monday to Friday, between the hours of 10:00am and 1.00pm. There are usually 4 film timeslots each day, at 10am, 11am, 12pm & 1pm.*

**This is subject to change, depending on the duration and timing of films. Most films run for 45 minutes, but in some cases, feature films suitable for school may be programmed between 10am-1pm.*

Can I book excursions out of school hours?

Yes, schools may book excursions in the evenings. This is a popular option for country schools staying overnight in the city and looking for an after dinner activity for their students. Please note that the sessions can't be confirmed until a week prior to the excursion date and teachers cannot request specific films from the library. A mix of the latest feature films and documentaries are screened.

Can my students see more than one film?

Teachers may book 2 documentary films on the same day and take advantage of our "Double Film Deal" discounts for school students. See two films back to back or take a one hour lunch break in between films.

Can I book a feature film?

Yes you can, but flexibility with timing is required. Feature films are not generally programmed during school hours. Some children's films such as The Polar Express 3D are the exception. Schools wishing to book feature films will most likely need to consider afternoon or evening timeslots.

How do I book a Joint Excursion Package?

Combining your excursion with another educational venue in Darling Harbour is a great idea and makes for a good value full day out. You will need to contact each venue separately, but please contact IMAX first to check session times and film availability. You will then need to book with the second venue and let them know you are also booking IMAX on the same day. You will receive a separate confirmation and invoice from each group, and will need to pay each venue separately on arrival.

The advantage of a joint package is a discounted admission at each venue you visit. Only selected, approved venues are available for special rates, so check our website or contact our Education office for more details.

Are there Resources to support the films?

Yes, extensive educational resources are available for teachers to use with students back at school. These have been developed by educators and experts in their field, mostly in the US and targeting middle school aged students in years 5-10 usually. These are high quality and have scope to be tailored to suit the needs of your own students.

Visit our Resources page online to download Resources and visit film websites:

www.imax.com.au/schoolresources

LG IMAX Theatre Sydney

School Bookings (02) 9213 1600 or education@imax.com.au

Visit our website for more information on school excursion visits www.imax.com.au/schools



How and when do I make payment?

Payment is required on arrival. Upon booking you will be sent a confirmation email which will include a Tax Invoice. Payment can be made by cash, cheque or credit card directly at the IMAX Theatre Box Office.

What if my school wants to pay by EFT?

Payment by EFT (Electronic Funds Transfer) must be arranged in advance, prior to your booking date. On the day of your excursion, once you have reported your final and exact numbers, a final tax invoice will be sent to the school. EFT payment must be made within 7 days of the excursion, and preferably the same day, and a remittance advice must be sent to education@imax.com.au

What happens if I have more or less students than I had originally booked?

You are only required to pay for the actual number of students that attend on the day of your excursion. Should you have less students, a full refund will be given (cash for small amounts, or cheque at a later date for larger amounts). Should you have additional students, payment can be made by cash or credit card at the Box Office.

What time should I arrive?

Schools should plan to arrive at the Theatre 15 minutes before the scheduled start of their screening.

What happens if we are late?

Call us immediately! It's always advisable to carry a mobile phone and make sure you have given that number to IMAX at the time of booking. We'll do our best to wait as long as we possibly can for your group.

If you are very late, entry to the film may not be possible. You may have an option to see a later film, but please note that this may not be the one you have booked.

Education Office Phone: (02) 9213 1600 or (02) 9213 1625

Box Office Phone: (02) 9281 3300

What do I have to do when we arrive?

On arrival, please go directly to the Box Office to report final student numbers and make payment for your group. Students may line up at one of the Theatre auditorium doors. Our Floor staff will assist with seating your group in the theatre. Please ensure that there is one teacher at the head of the group, and that other teachers are spread throughout the rest of the group for supervision.

What if it's raining?

There is cover under the freeway at the front of IMAX or in the Palm Grove area (to the left of the Theatre facing Cockle Bay), and many school groups take shelter here if it starts raining. If you're coming into the Theatre, and it's raining outside, feel free to sit your students in an area in the IMAX foyer and wait for your screening. Please note that we can be very busy with schools, so it will be a matter of assessing the available space on the day.

How do I change or cancel my booking? Is there a cancellation fee?

It is ESSENTIAL to call us if you need to cancel (or just change) your booking on Ph: (02) 9213 1600. Have your Booking ID number handy (located on your Booking Confirmation letter).

There is a 50% Late Cancellation fee if your cancellation is not received 10 days prior to your original booking date, so please ensure that you give us at least 10 days' notice for all cancellations.

Can my students buy from the Candy Bar?

Yes, students can purchase food and beverages from the Candy Bar. There are two options: Pre-order and save time and money; or Buy on the day at full candy bar rates.

Schools have access to some good value Candy Bar combos, but PRE-ORDERING 14 DAYS BEFORE YOUR EXCURSION IS ESSENTIAL:

\$1.20 Chocolate Billabong Ice-creams

\$5.00 Popcorn and Juice Drink Box Combo

\$6.00 Popcorn and Soft Drink Combo

Combos will be ready to collect directly at the Candy Bar on arrival. It's quick, easy, and your students will save money, and you'll save time on entry!

If you do not wish to pre-order candy bar items, but your students want to buy their own items, it's still a good idea to let us know in advance so that we can be prepared for service. You need to allow at least half an hour prior to your film screening time for general candy bar sales.