

Frequently asked questions

Exhibition information and ticketing

What are the exhibition dates?

Archibald Prize 2026 is open from Saturday 5 September to Sunday 1 November.

Do you have the all Archibald Prize 2026 finalists on display?

Yes, all 59 finalists in the Archibald Prize 2026 are on display at the touring exhibition at SAM. The Wynne and Sulman Prizes are **not** on tour at SAM.

Do you have a people's choice award?

Yes, SAM is running a People's Choice Award. You can vote by scanning a QR code located at the end of the exhibition. Voting closes on 11 October 2026.

Is there a Young Archie competition at SAM?

Yes, Young Archie Shepparton presents 26 portrait from local students between 5 years and 18 years of someone near and dear to them. This exhibition is presented in SAM's Ryan Family Children's Gallery, located before the entrance to the Archibald Prize 2026, and is free to view. For more information, please visit: [Young Archie Shepparton – Shepparton Art Museum](#)

What are the exhibition hours?

Archibald Prize 2026 is open daily from 10am – 4pm.

Exhibition tickets can be booked for timed sessions at 10am, 11am, 12pm, 1pm, 2pm, and 3pm every day.

Why do I have to buy tickets for a specific time?

Timed ticketing helps to enhance your visitor experience by minimising long queues and waiting times whilst ensuring safe capacity limits are maintained in the exhibition. Most visitors will be able to enjoy the whole exhibition in less than 1 hour.

Is the museum open every day?

Shepparton Art Museum will be open 7 days a week during the *Archibald Prize 2026* exhibition, until 1 November 2026.

Where can I buy tickets?

We strongly encourage purchasing tickets online prior to your arrival. Tickets can be purchased online by visiting our [exhibition page](#).

You can also purchase tickets in person ahead of time by visiting the Ticket Desk on SAM's ground floor.

Subject to capacity, a limited number of tickets will be available for purchase at the ticketing desk on the day. There may be long

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waiting times for these tickets. To avoid disappointment, or waiting, we strongly recommend you book ahead of time either online or in person.

How much do tickets cost?

Ticket prices depend on the type of ticket you purchase. The types of tickets available are:

- **Single ticket:** A ticket that grants the ticket holder timed entry to one exhibition on a specified date and time.
- **Multi-pass ticket:** A flexible ticket available to Greater Shepparton residents and Friends of SAM members that grants the ticket holder up to five entries to the *Archibald Prize 2026*.

Exhibition ticket prices

	Single ticket price	Multi-pass price
Adult	\$24.00	N/A
Concession		\$80.00*
Greater Shepparton residents	\$19.00	<i>*Available to Greater Shepparton residents only</i>
Friend of SAM member	\$17.00	\$70.00
Teens – aged 13-18	\$12.00	N/A
Children aged 12 and under	Free	N/A
Art Gallery of New South Wales members	Free	N/A

A credit card surcharge will apply to all purchases made via credit card.

Who is eligible for Concession tickets?

Concession tickets are valid for:

- Full-time TAFE and University students upon presentation of a valid student ID
- Pensioner Concession card holders
- Health Care card holders
- Commonwealth Seniors Health card holders
- Seniors card holders
- Veteran Affairs card holders (DVA gold card)
- Members of public galleries and museums throughout Australia

Shepparton Art Museum (SAM)

A 530 Wyndham Street, Shepparton VIC 3630 **T** (03) 4804 5000

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Do I still need to book tickets for my children if they can enter for free?

Yes. If you are attending with children, you will need to book free tickets on their behalf. This helps ensure safe capacity limits are maintained.

Do you offer discounts or free entry to companion card holders?

Yes, companion card holders receive a second complimentary ticket for their companion. The card holder will need to purchase a concession ticket.

If you are purchasing this ticket online, you do not need to purchase a second ticket for your companion. Please see staff at the SAM Ticket Desk on our Ground Level and present your companion card to receive a complimentary companion ticket.

Are there reciprocal discounts to Archibald Prize 2026 for members of other galleries?

Yes, members of public museums and galleries throughout Australia, including state and regional institutions, receive concession price tickets to the *Archibald Prize 2026*.

Art Gallery of New South Wales members can enjoy free entry to the *Archibald Prize 2026* at SAM. This offer is available to members who present their current membership card at the time of entry.

How does the multi-pass ticket work?

Multi-pass tickets are available for Greater Shepparton residents and current Friends of SAM members. These passes must be purchased in-person at SAM's Ticket Desk on the Ground Floor of the SAM building. This multi-pass ticket gives you five visits to the *Archibald Prize 2026*.

I want to bring my friends and family to see the Archibald Prize 2026. Can they all just use my multi-pass?

No – the multi-pass is designed for an individual to enter our ticketed exhibitions flexibly. Your visiting friends and family can book their tickets online ahead of time to ensure a quick and smooth admission at the time of your choosing, or they can purchase tickets in person upon arrival. Your multi-pass means you can enter flexibly, though you may still have to wait if the exhibition has reached capacity. Multi-pass ticket holders will need to show ID along with their ticket to our Visitor Hosts prior to entering the exhibition on each visit.

Are there pass-outs?

Visitors will be allowed to exit and re-enter the Gallery to use the bathroom, answer phone calls, and for health and access needs only. Pass-outs to re-enter in another timeslot or after a coffee break will not be available.

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Do I need a ticket to view the other exhibitions and displays at SAM?

No. During *Archibald Prize 2026*, entry to SAM and our other exhibitions is still free. Please visit our website to view our [current exhibitions](#).

Are ticket refunds available?

Yes, ticket refunds are available up to 1 day prior to the event, and in exceptional circumstances. You can request a refund by using the Contact Host option within the Humanitix Ticketing system on the confirmation email you received from order@humanitix.com after purchasing your tickets. Ensure you include all necessary information such as your Order ID, Name, and details of the request. If you need additional help, please contact SAM at ticketing@sheppartonartmuseum.com.au or call us on (03) 4804 5000.

Can I exchange my ticket for another date or timeslot?

Yes, you can change your ticket for another date or timeslot prior up until the time of the booking, subject to ticket capacity. You can request a date/time change by using Contact Host option on the confirmation email you received from order@humanitix.com after purchasing your tickets. Select 'Update information on the ticket/order' and ensure you include all necessary information such as

your Order ID, Name, and details of the request.

I am running late for my timeslot, what should I do?

If you are running late to meet the start time of your timed ticket, your ticket is still valid. Please note that you may not have immediate entry when you arrive at SAM and may need to wait in queue until space becomes available in the gallery. Our Visitor Hosts will advise you when you arrive, but there is no need to call or contact SAM if you are running late.

Group Bookings and Tours

Are group bookings and tours available?

Yes. Group bookings are available for community and social groups of 10 or more visitors, priced at \$19 per person. SAM is offering guided tours for group bookings on Monday – Thursday, before 10am and after 2pm, priced at an additional \$5 per person. All group bookings and tours must be arranged in advance with our bookings team.

To enquire about a group booking for *Archibald Prize 2026*, please get in touch with us via email at bookings@sheppartonartmuseum.com.au or call 03 4804 5000. When making an enquiry, let us know if you are planning a self-guided visit, or are seeking a guided tour.

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Are school bookings available?

Yes. School bookings for *Facing Modernity* are available for exclusive before-hours guided tours on weekdays starting from 9:15am, or for self-guided visits during normal hours. All education booking enquires need to contact the Education department. For assistance, including pricing, availability and gallery resources, please email: education@sheppartonartmuseum.com.au.

Are there any public tours scheduled?

No, there are no public tours taking place during the Archibald Prize. However, several lectures, workshops and artist talks will be taking place during September and October – to view our upcoming programs, you can [visit our website here](#).

Transportation and Parking

How do I get to Shepparton Art Museum?

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Shepparton Art Museum is located just over 2 hours' drive north-east of Melbourne, 1.5 hours east of Bendigo and 1 hour west of Wangaratta.

Our address is: 530 Wyndham St, Shepparton, Victoria 3630

PUBLIC TRANSPORT

V/Line trains and coaches run up to eight times a day from Southern Cross Train Station in Melbourne to Shepparton. You can now use your Myki card or Tap and Go options for journeys to and from Melbourne and Shepparton. To pre-purchase tickets, for travel information and up-to-date timetables, visit the V/line [website](#) or phone 1800 800 007.

From Shepparton Railway Station, it takes approx. 22 minutes to walk to Shepparton Art Museum (1.4 kilometres). Alternatively, you can take the 5 Bus from Shepparton Railway Station/Purcell St two stops to Swallow Street/Johnson St and then walk 800 metres. We encourage you to cross the road safely at the traffic lights on the corner of Wyndham St and Sobraon St. To plan your journey, visit Transport Victoria's [Journey Planner](#).

LOCAL BUS, TAXI OR UBER

Buses and taxis operate a regular service throughout Greater Shepparton. Local bus timetables are available from the Greater Shepparton Visitor Centre, whilst taxis can be booked by calling (03) 5822 2214. Ubers are readily available in Shepparton and can be booked via the Uber App.

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Where do I park?

All-day, free parking can be found at our onsite carpark on Fitzjohn Street, and in timed parking in the driving loop on the south side of the building. Cars can also be parked on Wyndham Street.

Disabled parking is available in the driving loop on the south side of the building, outside of the Visitor Centre. Disabled parking is also available within our Fitzjohn Street carpark. Information on additional parking nearby will be updated shortly.



Facilities

Where are the toilets?

Toilets, including gender-neutral, all abilities, male and female, are located on Level 1 and Level 4 of our

building. There are additional toilets, including a Changing Places accessible toilet, outside of the SAM building, next to the Sir Andrew & Lady Fairley Amphitheatre on the west side of the precinct.

Is cloak available?

Yes, cloak services are available at the Ticket Desk on the Ground Floor of the SAM building. Backpacks, umbrellas and large bags are not permitted within the exhibition and must be cloaked prior to entry.

Accessibility

Is Shepparton Art Museum wheelchair accessible?

For visitors with physical needs, or who use a wheelchair, our main entrance on Wyndham Street is equipped with a step-free automatic door at street level. Each level is accessible via lift, and All Abilities toilets can be found on Levels 1 and 4 of our building. A wheelchair is available for hire at our Ground Level - we recommend you call us ahead of time on (03) 4804 0000 to secure it ahead of your visit.

Do you have baby changing facilities?

Yes. Nappy changing facilities can be found in the All-Abilities bathrooms on Level 1 and Level 4, as well as in the external toilet facilities next to the outdoor amphitheatre.

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SAM is a breastfeeding-friendly facility, and every level of the building can be accessed via lift for families with prams. Prams are welcome within our gallery spaces. Please enquire at our front desk for access to our cloakroom facility.

SAM has a Quiet Room that can be accessed with a swipe card to visitors to use. Please see SAM Visitor Hosts on our Ground Level for location and access.

A Changing Places bathroom is located outside of the SAM building on the west side of the precinct. It can be accessed by following the footpath from the main carpark past Kaiela Arts and the Amphitheatre. Changing Places are fully accessible toilets with full-sized change table, hoist system and basin, designed for the exclusive use of people with disability, their families and carers.

Users are asked to bring their Master Locksmith Access Key (MLAK) to open. For health and safety reasons, slings are not provided and visitors are asked to bring their own which should be compatible with the loop system. The facility is available to use 24/7.

Are large-print versions of exhibition texts available?

Yes, there are a limited number of booklets with the exhibition labels in large print. These can be picked up from SAM Visitor Hosts on Level 1 outside the exhibition entry. Please

return the booklet once you are finished.

There are also several tactile resources for selected artworks available, which include Braille text. If you would like access to these during your visit, please notify our staff upon arrival.

Is there an exhibition audio guide?

Yes, an audio guide for *Archibald Prize 2026* can be accessed via QR code on a smartphone inside the exhibition. If you need help accessing the audio guide, please ask our friendly Visitor Hosts. Visitors will need to bring their own headphones.

What other access resources do you have?

SAM has a **Quiet Room**, located on our Ground Level, available to anyone who needs a calm and private space during their visit to SAM. Our quiet room can be used for:

- Feeding and nursing your baby
- Prayer
- Visitors with sensory needs seeking a quiet space

The room is furnished with a chair, a small table, and a selection of children's books. To access the room, please collect a swipe card from the staff at the Ticket Desk on the ground floor.

Please note: The quiet room is a small space that permits one user

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and carer/s at a time. It is prioritised for parents, visitors with sensory or access needs, or for private worship. No smoking or vaping is permitted.

building, including ticket queues. If you have purchased coffee from the café, we ask you enjoy this in the café or outside prior to queuing for the exhibition.

Entry Policies

Is it ok to take photos?

Yes, visitors may take photos in the gallery unless it is stated otherwise. Photography must be for personal, non-commercial use only. Please note the following:

- The use of flash, lighting, tripods, monopods, and selfie sticks is not permitted
- It is your responsibility to ensure copyright and other laws are not infringed
- Filming requires prior permission – please chat with SAM Staff if you intend to vlog or record your experience in our gallery.
- Photography or filming of children and young people under 18 is prohibited without consent of the accompanying adult.

Please respect the wishes of all visitors by not obstructing the view of the artworks or taking pictures of anyone without their consent.

Can I use a pram, stroller, walking frame or wheelchair in the exhibition?

Yes, pram, strollers, walking frames and wheelchairs can be taken into the exhibition.

Are food and drinks permitted in the exhibition?

No, food and drinks are strictly prohibited in the exhibition and throughout the SAM

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