

ADMISSION FEES POLICY	
BUSINESS UNIT	Finance
VERSION	02
POLICY REFERENCE NUMBER	FIN- 05
AUTHORS	Mr N. Hlophe
RECOMMENDED BY	Ms Annabell Lebethe (CEO)
COMMITTEE RECOMMENDATION FOR APPROVAL	Core Functions Committee and Audit, Risk, Information and Communication Technology
STATUS	Approved
APPROVED BY AND DATE	Council – 29 March 2019
DATE LAST AMENDED	March 2019
DATE FOR NEXT REVIEW	March 2022
RELATED POLICIES	Rental Income Policy, Heritage Asset Management Policy, SCM Policy and Exhibitions Policy Service of South Africa

EFFECTIVE DATE:

The effective date of this policy will be the date of Council approval



1. PURPOSE

The purpose of this policy is to ensure that:

- income generated through admission fees is properly controlled and accounted for;
- there is a process whereby tariffs are determined;
- information reflected in the financial statements regarding admission fees received is accurate and correct;
- reconciliation of visitor numbers with admission fees received is performed.

2. SCOPE

In order to comply with the PFMA [Section 7(1)]

In terms of Treasury Regulation 31/1/1, the Accounting Authority of a public entity listed in Schedule 3 of the Act is responsible for establishing systems and procedures to ensure efficient and effective banking and cash management.

3. DEFINITIONS

Admission fee	The entrance fee payable by visitors.
Adult	Any person over the age of 18 years.
Children	Any person under 18 years, unless emancipated by an order of court.
Educator	A person who provides instruction or education.
Guided Tour	A tour offered to visitors conducted by a DMSA guide.
International visitor	Visitors from outside of South Africa.
Learner	School-going children up to grade 12.
Non-Profit Organisation (NPO)	A trust, company or other association of persons established to further cultural, educational, religious, professional or public service objectives.
Pensioner	A person who is 60 years and older.
PFMA	Public Finance Management Act of 1999 (Act 1 of 1999)
Student	A person who is enrolled at an institution of higher learning with a valid student card.
Tour guide	A qualified person accompanying a group of visitors to the museum.
Visitor	A person who enters a museum/heritage site in order to utilize its services and facilities.

4 TARIFF SETTING

- 4.1 The product offering for each Museum determines the pricing (**Annexure A: Pricing Schedule**). This varies across the museums.
- 4.2 The setting of tariffs will be done in line with the strategic objectives, in particular revenue generation objectives.

- 4.3 A team will be appointed to set tariffs as and when required in compliance with this policy. The team will consist of Deputy Directors, Education Officers, Finance Manager (or delegated responsibility) and Directors. The tariffs for the following financial year will be finalised by September of the preceding year.
- 4.4 This team will determine the tariffs and recommend the determined prices annually for approval by the Chief Executive Officer.
- 4.5 The approved tariffs must be programmed on the cash registers of all museums by 01 April of each year.
- 4.6 The approved tariffs must be disclosed on the notice boards, entrance areas and museum website prior to the beginning of the financial year.
- 4.7 The booking forms must be updated with new approved tariffs prior to the beginning of the financial year.

5 Discounts and Free Entry

- 5.1 Discounts and free entry is only allowed for NPOs. A written request for a discount / free entry will be forwarded to Director/Deputy Director with relevant documentation such as registration document indicating NPO status (SARS Certificate) and a signed request from the NPO on their letterhead. The Director/Deputy Director will approve the discount of 25% or free entry.
- 5.2 The number of allowed discounted entrances for the NPO must be stipulated in the approval. A total of 200 free/discounted tickets per group is allowed. Special access will be granted at the discretion of the Director/Deputy Director for interest groups. Each special access request is granted/ approved at one request per annum. Proof of registration as NPO is required before approval.
- 5.3 Free entrance is granted to all visitors during International Museum Day (18 May).
- 5.4 Staff members, DMSA pensioners and Council members can utilise facilities without paying upon producing some authenticating document. This free entry is on provision that the facility is available and that the staff or Council member has made a booking. The staff or Council member may have up to a maximum of ten visitors with him/her during a visit. This applies to admission only.
- 5.5 Tour guides or one educator/SGB Member per 30 learners are allowed free entry.
- 5.6 Children under 3 years of age are allowed free entry for day visits only.
- 5.7 The discount that is given should be disclosed in the DMSA Annual Report as part of the DMSA's social responsibility report.

6 GROUP PACKAGES

- 6.1 Group packages are available with discounts for paying visitors as follows:
- 10% for a group of 10 visitors;
 - 15 % for a group of 20 visitors;
 - 20% for a group of 20 plus visitors.

7 CANCELLATION

- 7.1 Cancellation occurs due to unforeseen circumstances experienced by the visitors who then request a cancellation.

7.2 Cancellations done before 7 days of the event are subject to a 20% cancellation fee. Cancellations done within 7 days of the event will not be refunded unless a replacement could be secured in which case a 20% cancellation fee will be charged.

8 POSTPONEMENT

8.1 Postponement of a booking is allowed if the postponed date is within the same calendar year, otherwise no refund will be provided. Only one postponement is allowed and must be done within 7 days of the event date.

9 PAYMENTS

9.1 Admission fee payments are made as follows:

- Cash payment through the cash register at museum entrance;
- Traceable direct payment into the bank account;
- Bank card payments.

9.2 The individual responsible for the receiving/collecting of income must be properly authorized thereto in the form of a written letter of delegation from the CEO. If this person is not available, the Museum Director/Deputy Director must appoint a person to be in charge of receiving / collecting of income. Such appointment must be in writing and be approved by the CEO.

9.3 The person responsible for receiving/collecting income via the cash register must balance the money against the cash register total.

9.4 The visitor statistics form must be updated on a daily basis and balanced with the cash received. All statistics must be handed to the Marketing Department on a monthly basis.

10 BREACH OF POLICY/PROCEDURE

10.1 An official shall be regarded as having breached procedure or policy if she/he does not adhere to this policy.

10.2 Disciplinary action should be taken accordingly in line with disciplinary procedures.

11 ADMINISTRATION OF THE POLICY

11.1 This policy shall be administered and monitored by the Museum Directors/Deputy Directors and the Finance Department.

11.2 Finance Department will provide regular reports to the Audit, Risk, Information and Communication Technology and Core Functions Committees.

12 POLICY REVIEW

12.1 This policy will be reviewed every three (3) years or as and when required.

13 APPROVAL OF THE POLICY

THIS POLICY IS RECOMMENDED BY:



Ms A Lebethe

CHIEF EXECUTIVE OFFICER

Date: 4 APRIL 2019

THIS POLICY IS APPROVED BY:



Ms. K. Rapoo

CHAIRPERSON: DMSA COUNCIL

Date: 4/04/2019



ANNEXURE A

A. PROCEDURES

A.1 Receipt of admission fees:

- Cash registers used to receive income are standardized in categories;
- The person responsible for receiving/collecting admission fees at the till receives admission fees in cash, cheque or bank card and put the admission entry in the cash register according to the codes on the cash register;
- For any admission fee income not recorded on the cash register, the person responsible for receiving/collecting of income must issue an official receipt to the relevant party;
- The person receiving the admission fee must, at all times, inform the visitor of his/her right to receive a receipt from the till;
- At day-end, the Z1 cash register slip is reconciled to the monies received by the person responsible for receiving/collecting of admission fees together with an independent person;
- The money, together with the Z1 slip, is handed to the Administrator or independent official, on the same day or the following day for banking purposes.

A.2 Deposit of admission fees:

- On the same day when money is received, the Administrator or responsible person must verify the accuracy by comparing receipts issued together with Z1 cash register slips with the money received;
- The official must complete the deposit slip in the deposit book in triplicate, of all money received from the Z1 cash register slips and receipts issued;
- The official who is responsible for banking, should check all money to the relevant deposit slip and sign to confirm accuracy and correctness of money received and
- All monies received above R1,000.00 must be banked the following day.

A.3 Checking of information for completeness:

- The Administrator (who compiled the deposit slip) completes a deposit summary form for all the income deposited from receipts issued of the money received;
- The deposit summary must reflect the names of accounts, allocation numbers of the income generated and deposited;
- The Museum Director/Deputy Director or a delegated official must perform an independent inspection/review of the income generated process, and must compare amounts of the deposit summary and deposit slips to receipts issued and the Z1 cash register slips. The summary must be signed for proof that it has been reviewed.

A.4 Recording of income on the computerized system:

- The deposit summary with the first copy of the deposit slip, copies of the receipts issued and Z1 slips attached are forwarded to the Finance Department for processing and allocation of deposits on the ACCPAC system;
- The Senior Finance Officer records all information as reflected on the deposit summary in the Cashbook.
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ANNEXURE A: ANNUAL PRICING SCHEDULE

MUSEUM	ADULTS	CHILDREN	PENSIONERS	EDUCATORS	LEARNERS	INTERNATIONAL TOURIST	SPECIAL GUIDED TOURS
DNMCH	R40.00 per adult	R20.00 per child	R20.00 pensioner	R20.00 per educator Free Entry for Educator: per group of 30 learners	R20.00 per learner/student (own tour) R25.00 per learner/student (guided tour)	R70.00	R65 per person
DNMNH	R40.00 per adult	R20.00 per child	R20.00 pensioner	R20.00 per educator Free Entry for Educator: per group of 30 learners	R20.00 per learner/student (own tour) R25.00 per learner/student (guided tour)	R70.00	R65 local (Broom Room Tour) R150 Night tours R100 International (Broom Room Tour)

MUSEUM	ADULTS	CHILDREN	PENSIONERS	EDUCATORS	LEARNERS	INTERNATIONAL TOURIST	SPECIAL GUIDED TOURS
DNMMH	R45.00 per adult	R30.00 per child	R20.00 per pensioner	R40.00 per educator/lecturer Free Entry for Educator: per group of 30 learners	R30.00 per learner/student	R70.00 per person	R65 per person
DKM	R45.00 per adult	R20.00 per child	R20.00 per pensioner	R30.00 per educator/lecturer Free admission for educator/lecturer per group of 30 learners	R30.00 per learner	R75.00 per person	R75.00 per person
DPM	R30.00 per adult	R20.00 per child	R20.00 per pensioner	R30.00 per educator/lecturer Free Entry for Educator: per group of 30 learners	R30.00 per learner	R70.00 per person	R70.00 per person
DSM	R50.00 per adult	R25.00 per child	R20.00 per pensioner	R25.00 per	R25.00 per learner	R70.00 per person	R50 per person

MUSEUM	ADULTS	CHILDREN	PENSIONERS	EDUCATORS	LEARNERS	INTERNATIONAL TOURIST	SPECIAL GUIDED TOURS
			pensioner	educator/lecturer Free Entry for Educator: per group of 30 learners			
DWPAM	R30.00 per adult	R20 per child	R20.00 per pensioner	R30.00 per educator Free Entry per educator: per group of 30 learners R30 guided tour	R20.00 per learner	R70.00 per person	R70 Team Tours R45 guided tour R30 per child guided tour
DTMC	R30.00 per adult	R15.00 per child	R20.00 per pensioner	R30.00 per educator/lecturer Free Entry for Educator: per group of 30 learners	R15.00 per learner	R70.00 per person	R50.00 per person

