



IMPORTANT INFORMATION TO NOTE FOR VISITORS TO ROBBEN ISLAND MUSEUM

Year RIM was established	1997
Ticket Price	Adult - R340 Child - R190 Rescheduling Fee – R60
Booking Means	Box Office at NMG Webtickets online platform
Refund Policy	Tickets are refunded / rescheduled in the following situations: <ul style="list-style-type: none"> i. Weather conditions prohibit safe ferry to Robben Island; ii. The ferry experiences operational difficulties that prohibit travel; and iii. The passenger is not able to attend the trip due to hospitalisation and mortality. <p>Refunds will only be issued against the return of your ticket and proof of identification.</p>
Tour Times	9:00 11:00 13:00 15:00 *Please take note that this time slot for tours is cancelled as from today until 16th March 2018 * Tours are subject to change depending on the season.
Duration of Tour	The tour takes between 3.5 to 4 hours. This includes the return boat trip. The tour starts at the NMG where the ferry is taken to the Island.
Tour Experience	You will then disembark at Murray’s Bay Harbour situated on the eastern side of the Island and take a short walk to the buses that will transport you to all the historical sites around the Island. Alternatively, a walking tour to the prison is first undertaken, followed by the Island Bus Tour. You will meet your Tour Guide when you have boarded the busses. The full tour route includes the graveyard of people who died from leprosy, the Lime Quarry, Robert Sobukwe’s house, the Bluestone quarry, the army and navy bunkers and the Maximum Security

	Prison where thousands of South Africa's freedom fighters were incarcerated for years.
Other Tours	<p>Private Tours – When a group is taken on an exclusive visit of the Island.</p> <p>Private Charters – This is an exclusive tour from ferry to tour of the Island.</p> <p>Helicopter Tours – Landing of visitors through helicopter for a tour of the island.</p> <p>Educational Tours – School Groups (Concessions available from 2 May to 31 October, subject to availability)</p>
Cameras	All cameras are allowed to be taken to the island, however tripods are not allowed. Furthermore, pictures and videos taken may not be used for commercial purposes.
What should I wear on the Island?	We recommend that you wear of comfortable walking shoes, a hat, sunglasses and sun protection cream.
Sea Sickness	If you are prone to seasickness it is advisable to take sea sickness pills/medication an hour prior to boarding the boat.
Proof of Identification	Proof of identification is required when booking and boarding. ID document, drivers licence, passport or birth certificate are accepted, as well as copies of these.
Terms and Conditions	<ul style="list-style-type: none"> • The price of the ticket includes access to Robben Island, a ferry voyage to and from the Island, access to Jetty 1 and Nelson Mandela Gateway exhibitions. • This ticket is only valid for the date and time specified on the ticket. • Robben Island Museum reserves the right to cancel voyages or to change departure times without notice. • This ticket is not subject to refunds except if the respective voyage is cancelled by Robben Island Museum or the passenger could not attend due to hospitalisation or mortality. Refunds will only be issued against the return of this ticket and proof of identification. • Ticket amendments will be subject to an administration fee as determined by Robben Island Museum. • Passengers must arrive no later than 30 minutes prior to the scheduled times of departure, failure to do so could result in the forfeit of your paid ticket. Boarding gates close 10 minutes before departure time and there will be no refunds or rescheduling of boats if the departure times are missed. • Robben Island Museum, its servants and its agents shall not be responsible for and shall be exempt from all liabilities in respect of loss damage, injury, accident, delay or any inconvenience to any person or his/her luggage or any personal property, whether in respect of the voyage to and from the Island or in respect of any occurrence results from the negligence of Robben Island Museum or any other person directly or indirectly in the employment or service of the Robben Island Museum or otherwise, under any circumstances whatsoever. • Passengers may also be conveyed by an independent contractor and the provisions above shall also apply in respect of all services or any activity conducted or provided

	<p>by this contractor. Robben Island Museum shall under no circumstances be liable for any act or omission of such contractors.</p> <ul style="list-style-type: none">• Robben Island Museum is a “Gun Free Zone”, no guns shall be allowed or stored for safekeeping on the premises.• The Robben Island Museum ferry ticket is not transferable. Resale of the Robben Island Museum ferry ticket is a criminal offence
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