MONET & FRIENDS - WEBSITE FAQs

What is Monet & Friends?

*Monet and Friends – Life, Light & Colour* is not an art exhibition in the traditional sense. It is an immersive multimedia art experience combining high-definition projections of Monet’s, and his impressionist peers’, paintings with digital surround sound.

Imagery and animations are projected at a scale that offers visitors the ability to see the details of the artist’s work like never before. More than 3,000 images transform each surface. However, there is no physical work by Claude Monet or other artists on display.

What is the best way to see the experience?

We encourage you to move around freely to view the experience from different perspectives, always mindful of other visitors in the venue.

What is SENSORY4™?

Developed by Grande Experiences, SENSORY4™ is a unique technological system that combines multi-channel motion graphics, cinema quality surround sound and up to forty high-definition projectors to provide one of the most exciting multi-screen environments in the world.

What are the opening hours of Monet & Friends?

Monet & Friends is open seven days a week. Session times vary according to time and date. Please check the schedule on the day you wish to attend.

Standard opening hours are:

- Monday to Thursday 9am – 9pm
- Friday and Saturday 9am – 10pm
- Sunday 9am – 9pm

Last session times are scheduled one (1) hour prior to closing time. Operating hours may change with demand, please check times on the date you wish to attend.
When should I arrive?
Please arrive about 15 minutes prior to the time displayed on your entry ticket for access to control, health and security checks. Due to the popularity of the experience, we may not be able to accommodate you if you arrive later than your ticketed session.

How much time do I need to see the experience?
Individual visit times will vary, but most visitors can anticipate spending 60 – 90 minutes. The main feature of the experience lasts approximately 45 minutes.

Is it suitable for children?
Yes, the experience has been designed to appeal to all ages. There is no minimum age to visit the experience.

Can I take photos and videos?
Yes, you are more than welcome to take photos and videos inside the experience. Please be considerate of other visitors when taking photos. When posting images and comments on social media, please use the hashtag #monetandfriends so more people can see the experience through your eyes. Please be advised that flash photography is not permitted inside the SENSORY4™ gallery.

Do I need to purchase a ticket?
Yes, ticket bookings are essential, and we strongly recommend you book tickets online in advance of your visit. To ensure a comfortable and safe visit for all visitors, access to the experience is by timed entry. Book tickets here.

What are the ticket prices?
Prices and session times vary according to time and date. Please refer to Ticketek’s website for the official schedule and prices for the date you wish to attend here.

Are there concessions or group discounts offered?
Yes, we have a special discount price for seniors, child, youth, and groups of 8+. Children under 4 years of age are FREE when accompanied by an Adult. For schools and groups enquiries please complete the form here.

Can I buy tickets onsite?
Yes, there is a box office on site. However, advanced booking is recommended as you will have a better chance of securing your preferred time slot.
Is my ticket valid for another day?
Tickets are purchased for a specific time slot and will not be valid for entry on another day or time. We cannot guarantee access to the experience outside the hours indicated on your ticket.

COVID-aware
The exhibition space in the Royal Hall of Industries provides a safe, contact-free environment. The experience is designed to be a personal journey of exploration, allowing visitors to self-distance. Our top priority is to ensure the safety of our visitors and staff.

Masks and Temperature Checks
Masks will be required by all guests aged 12+ prior to entry and throughout the experience. If you have forgotten your mask, a disposable mask will be available for purchase.

Visitors may have their temperatures checked on arrival. Guests with temperatures of 37.5 degrees Celsius or above will be asked to wait for 10 minutes and be rechecked. Should their temperature read above 37.5 on the second check, they will not be permitted entry.

Physical Distancing
Monet & Friends follows government regulations in regard to physical distancing.

The Royal Hall of Industries allows for plenty of space to practice social distancing. As the event is ticketed, the organisers are able to control the number of people who can visit at any time. There will be floor markings and signage to help visitors maintain safe distances.

Hygiene and Cleaning
Hand sanitising stations are available on-site and good hand hygiene practices are encouraged for all visitors. Frequent cleaning and deep cleaning is scheduled as standard and according to Government regulations. There are no touch points inside the exhibition, so visitors do not have to touch anything touched by another guest, except possibly bathrooms where it is possible to immediately wash your hands.

Will my ticket be rescheduled or refunded if COVID regulations change?
Should any session/s by impacted by COVID-19, tickets may be fully refunded or exchanged.