

Frequently Asked Questions



Pre-visit information

When are you reopening?

We are open 7 days a week from Monday 13 July! We'll be strictly limiting numbers each day to ensure visitors can keep a safe distance so all visitors including members, children and carers must book online before they arrive.

Please take care when booking online, if you are unsure if your booking transaction has completed, do not press the back button or attempt a fresh booking as you may be charged twice. We recommend that you wait a few minutes and then check your email for the confirmation to avoid duplication of payment.

What safety measures are in place?

The health, safety and wellbeing of all our visitors, staff and volunteers remains our top priority and we are committed to following the guidance provided by the government. We've implemented a number of changes at the Museum:

- We are strictly limiting the number of visitors and members each day to ensure everyone has a safe and memorable day with us, while fully adhering to the government's physical distancing and safety guidelines. This means both members, non-members and those eligible for free entry as well as children and carers need to book online before arrival, and we won't be selling tickets at gates.
- Payments at the Museum are by card only and we'd really appreciate you using contactless, now with £45 limit, wherever possible.
- We're asking you to stay together and away from other guests, keeping your children at hand holding range.
- There is a new one-way route around the Museum – please follow the numbered arrows and take care to give other visitors space where the paths cross.
- There are plenty of additional hand sanitisation stations dotted around the Museum so please make use of them.
- The Apache Café is open for takeaway food and drink and we've created extra picnic areas.
- You'll see us cleaning a lot more but please help us by avoiding touching the exhibition panels.
- We've opened our outdoor play area but please follow the safety advice. There is a limit of twelve children in the play area and each child must be accompanied by an adult.
- We are carefully monitoring toilet facilities to control numbers and ask that you knock before entering. Regular cleaning is taking place throughout the day.
- We've installed a lot of signage on safety measures around the Museum so please follow their advice.
- If you are suffering from any Covid-19 symptoms, please do not come to the Museum. You should follow the Government advice on self-isolating. If this is the case, we will arrange for your ticket to be valid for a different day once your symptoms have passed.

How can I help the Army Flying Museum at this difficult time?

We are asking all guests to donate and Gift Aid their tickets to support the Museum during this unprecedented time. You can also donate online. Every donation really does help us to continue to care for the collection so thank you for your loyal support.

Can I still use cash?

Payments are by card only and we'd really appreciate you using contactless, now with £45 limit, wherever you can.

Will I be told to park any differently?

You can still park at the Museum free of charge as normal but please park considerately. Try to park next to an empty car or wait until your neighbour has moved on. When unloading, please do so as quickly as possible. Please respect physical distancing measures when leaving and returning to your car.

Tickets

How do I book tickets for the Museum?

To ensure the Museum isn't too busy, we are strictly limiting numbers each day. We need you to let us know you're coming by booking ALL guests online before you arrive, even members, all children and carers.

All guests including members must present their booking reference on arrival and members must show their valid membership cards for each member. Booking dates are strictly non-transferrable. Once booked, tickets are strictly non-refundable. If a date is greyed out, it is full. In line with the latest government guidance, we are asking guests to book no more than six people in a group, including children.

Do I have to book a ticket for children under three and carers?

Yes, under threes and one carer of a paying guest with accessibility needs will still be admitted free of charge but all guests need to book in advance.

I have an MOD90 or AAC card, do I still need to book?

Yes, we have options online to book for all free admissions. You must make sure you bring your ID card with you when you arrive.

How often are you releasing tickets? Can I book for a date in the future?

Tickets have been released for July and August. We will make September available at the beginning of August.

Can I bring a group to the Museum?

In line with the latest government guidance, we are asking guests to book no more than six people in a group, including children. At this time we're unable to accept large group bookings.

What are your opening hours?

We are open from 10.00 – 16.00 and are operating as two sessions during the day (morning 10.00 – 13.00 and afternoon 13.30 – 16.30). The café is open from 09.00 – 16.00.

Staying safe

Where do I find hand-washing facilities?

All our toilets have hand-washing facilities and we have installed lots of extra hand-sanitising stations around the Museum so please make use of them.

Do your staff wear face coverings and will I have to wear one?

All our team have been offered an optional face covering to wear, however in line with government guidance, they are only required to wear PPE where it's a necessity for their role; for example our catering team. Based on current guidance, you won't be required to wear a face covering when you visit the Museum but please do so if you feel more comfortable.

Do you offer a first aid service?

We provide emergency first aid support but we would urge you to bring a small first aid kit with you so you can administer your own first aid for simple injuries.

Food and drink

Are there any changes to the Apache Cafe?

The Apache Café is open for takeaway service only although we have lots of outdoor space for you to sit. We will be serving sandwiches, cakes, hot and cold drinks and ice creams.

Can we bring a picnic?

You're very welcome to bring your own refreshments to enjoy and we've created extra picnic areas.

Facilities

Are the toilet facilities open?

All our toilet facilities are open. To help with physical distancing, we are allowing family groups into a toilet block one group at a time. Toilets are being cleaned stringently and regularly throughout the day for your safety. Guests with disabilities still have priority access to accessible facilities.

Shop

Is your shop open and can I buy souvenirs?

Our shop is open and available to browse when you enter the Museum. Our online shop is also operational if you want to order any items.

Members/Annual Pass Holders

Are you extending memberships/annual passes at all due to your closure?

All memberships and annual passes have automatically been extended by 3 months.

Do I have to book a ticket for children under five and carers?

Yes, under fives and one carer of a paying guest with accessibility needs will still be admitted free of charge but ALL guests coming need to book in advance.

Why do members have to book?

We are always extremely grateful for the support we receive from our members and this is now more vital than ever. We are strictly limiting the number of guests and members each day to ensure everyone has a safe and memorable day with us, while fully adhering to the government's physical distancing and safety guidelines. To do this, you'll need to book in advance using our online booking system. You'll need a valid membership card to book a place for each member and you will need to present your booking reference number along with your valid membership card and/or your email confirmation of renewal or purchase for each person at admissions.

I'm having problems booking online. What should I do?

Please contact the Museum for assistance with your booking. Once booked, tickets are strictly non-refundable so please do not pay for a ticket if you have a valid membership card as we'll be unable to process a refund.

We look forward to seeing you at the Army Flying Museum soon!