

# RAF Museum Cosford - Public Events

## General

### How do I get to the Museum?

Our events are held at the RAF Museum Cosford:

RAF Museum Cosford  
Shifnal, Shropshire  
TF11 8UP

Directions and a map can be found on our [How to reach us](#) section

### Where can I buy my ticket?

Tickets for our events are available from our website. Please note that some tickets are advanced bookings only, other events may offer the opportunity to buy tickets on the day. For further information check the webpage of the event you are interested in or email [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

### Do I need to be a member to attend events?

No, unless stated otherwise our events are open to the general public.

### How do I find out what is coming up?

The full list of our upcoming events can be found here: <https://www.rafmuseum.org.uk/cosford/whats-going-on/events.aspx>. To get updates of what's coming up and when tickets go on sale, sign up to our [monthly newsletter](#).

### How accessible are your events?

The Museum's facilities are fully accessible. Our outside areas are a mixture of tarmac and grass. Whilst we make every effort to make our site accessible, due to the nature of the site and depending on the weather and ground conditions, some areas may not be suitable for customers with restricted mobility.

If you have any special requirements or questions, please get in touch via [mwhatson-cosford@rafmuseum.org](mailto:mwhatson-cosford@rafmuseum.org)

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### **How and when will I receive my tickets?**

You will not receive a physical ticket. You will be emailed an order confirmation that will include your unique booking reference number and a barcode that also contains this number. We suggest that you download your order confirmation to your smartphone ready to be shown to the team on arrival. Alternatively, you may print the confirmation with the barcode or make a note of your booking reference number.

### **Do you offer any discounts E.G Military or Senior citizen?**

This varies for each event – check the webpage of the event you are interested in or email [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

### **Will I be refunded if the event is cancelled or postponed?**

If the event is cancelled by the RAF Museum Cosford, we will attempt to reschedule where possible. If the RAF Museum is unable to offer an alternative date or the proposed new date is unacceptable, a refund will be issued within 30 days.

### **If I cannot attend, can I give my ticket to a family member or a friend?**

Yes, if you are unable to attend an event feel free to pass on your ticket excluding our Spitfire 10K event.

### **I require assistance with my booking – who can help?**

If you are experiencing problems booking your or require assistance, please call our Customer Services Team on 01902 376200 or email us on [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

### **Can I bring a dog?**

Animals, other than registered Assistance Dogs accompanying their owners, are not allowed on site and inside any building.

## **Photography Night Shoot**

### **Do I pay for parking?**

Parking is included in the ticket price.

### **What time can I arrive?**

Registration opens at 4.00pm in the Visitor Centre. The Cold War Hangar and the gift shop will remain open until 5.15pm, all other hangars will close at 4.00pm.

If you would like to visit the Museum before the event, please book a free admission ticket [here](#).

### **Can I turn up without a booking?**

We can only allow visitors with a booking to attend the Photography Night Shoot.

### **Can I buy tickets on the day?**



No, tickets for the Photography Night Shoot must be booked in advance.

### **Can I change the day or time of my booking?**

This is possible subject to availability. Please call 01902 376200 or email [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org) to enquire

### **What refreshments are available?**

Hot drinks, hot snacks, sandwiches and cakes are available in the restaurant located in our visitor centre until 9.00pm.

### **Which aircrafts will be on display?**

Please see our [website](#) for further details. Please note that the outside display of some of our aircrafts is weather dependant.

Depending on the latest guidance at the time of the event internal aircraft access may not be possible.

### **I'm not a professional photographer – can I take part?**

Yes of course – the event is open to everyone. If you are new to photography or would like to brush up your skills, we suggest the Night Shoot for Beginners workshop. Find out more on our [website](#).

### **What's included in the ticket for the Night Shoot for Beginners workshop?**

In addition to access to the Photography Night Shoot event, you will receive a 1-hour seminar where you will learn more about the theory behind night-time aviation photography and receive some useful tips and tricks for the event. Following this you will be able to put your skills to the test in a guided walk around the specially lit exhibits. Your instructor will be on hand throughout the evening to ensure that you refine your photography skills and leave with a set of images you can be proud of.

## **Covid-19 FAQs**

### **How do I find out if the event is going ahead?**

The status of every scheduled event is available via our [website](#).

In case of the cancellation of the event, we will inform our participants via email, on our website and our social media channels. Please ensure you actively use and monitor the email account you provide when purchasing your tickets.

### **What happens if the event has been cancelled or rescheduled?**

If the event is cancelled due to Covid-19, we will get in contact immediately and will offer you a choice between a full refund or transferring your booking to the rescheduled event date.

### **How long will it take to get my refund?**

If you choose a refund in case of cancellation, this will be processed automatically via your method of original payment within 30 days. We will be in touch if we require any further information.

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### **I have been advised to self-isolate and cannot attend. What should I do?**

Please get in touch with us via email to [WhatsOn-Cosford@rafmuseum.org](mailto:WhatsOn-Cosford@rafmuseum.org). The team will get back to you to discuss your options.

### **I can no longer attend due to a local lockdown in my area. What should I do?**

Please get in touch with us via email to [WhatsOn-Cosford@rafmuseum.org](mailto:WhatsOn-Cosford@rafmuseum.org). The team will get back to you to discuss your options.

### **What rules do I have to follow when I'm on site?**

In order to visit a public event at the Museum, you must;

- Pre-book your tickets for an allocated time slot (where applicable)
- Wear face coverings where applicable in line with the Government guidance, for more information visit: <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>
- Follow the prescribed visitor routes at all times
- Utilise facilities, including hand sanitisation points in an appropriate way
- Read and adhere to onsite messaging and instruction
- Maintain social distancing at all times in line with the Government guidance and rules on site
- Respect the personal space of other visitors and members of staff

Any visitors behaving in a way that disrupts the enjoyment of other visitors, or compromises social distancing and any other measures put in place by the Museum will be asked to leave the Museum immediately

### **What additional measures are in place to ensure the health and wellbeing of participants, volunteers and staff at public events?**

The RAF Museum will be operating in a different way in order to support as safe as possible an experience. These additional measures will also apply to public events at the Museum.

We have:

- Controlled the capacity for each event to limit the number of participants so that physical distancing can be observed
  - A Covid-19 cleaning programme throughout the site to control the likelihood of cross contamination.
  - Installation of hand sanitiser points throughout to the Museum in addition to the available hand washing facilities in toilets.
  - Additional members of staff, social distancing markers, queue management systems and or/ barriers to control the number of individuals in any area at all times.
  - Closed off areas or routes which we cannot effectively control
  - The event will take place outdoors with controlled access to indoor areas for toilet facilities, gift shop and café.
  - Temperature checks of all attendees on arrival.
  - Wearing face covering is mandatory for the duration of the event inside and outside of buildings.
  - Limiting the number of participants in any one area at all times.
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- Working with Threshold Aero who are a Covid Secure supplier, more details can be found on their website: [www.threshold.aero](http://www.threshold.aero)

### **Will there be facilities for handwashing and sanitation throughout the museum?**

Hand washing facilities and hand sanitiser points are set up throughout the Museum. Additionally, we have increased the amount of cleaning, focussing on busy visitor areas, handrails, interactive items in the exhibition and toilet facilities.

### **Will I need to wear a mask?**

We would ask you to follow the latest guidance from the Government and Public Health Bodies. As of August 2021, the wearing of face coverings is recommend inside any buildings on site.

### **I've had Covid-19 symptoms – what should I do?**

You must not visit the museums if you have had any symptoms of coronavirus within the last 7 days. This also applies if any member of your household has had symptoms within the past 14 days, or if you have had contact during that time with anybody who has subsequently developed symptoms of coronavirus. In these cases, you should stay at home and self-isolate as per government guidelines.

If you have booked tickets for a public event at the RAF Museum Cosford, but have developed symptoms of coronavirus, or if you need to self-isolate for any other reason, please get in touch with us via email to [WhatsOn-Cosford@rafmuseum.org](mailto:WhatsOn-Cosford@rafmuseum.org). The team will get back to you to discuss your options.

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