

FAQ's RAF Museum Experience Tours

Do I need to book an admission ticket with my tour?

Please make sure that you book one of our free admission tickets, we recommend booking one 30 minutes ahead of your tour start time.

I am feeling unwell; can I cancel my tour and re-book?

Yes of course, if the ticket holder is unable to visit the RAF Museum due to a local or national lockdown or health issues related to the current Covid-19 pandemic, a transfer of the booking to a different date will be offered where possible. If this is unacceptable then a refund will be provided and processed within 30 days.

If the RAF Museum is unable to offer an alternative date for a public event, a refund will be issued within 30 days.

There is another reason I want to cancel; will I be able to receive a refund?

The RAF Museum is a charity, we are unable to offer refunds outside the scope of Covid-19 causes outlined above. Your support in purchasing a ticket for an Experience Tour enables us to keep our doors open in these challenging times.

I preordered a facemask or souvenir guidebook with my standard tour ticket, where do I collect them?

Upon arrival at the Museum, please show both your general admission and tour ticket at the admissions desk. There you will be able to receive your souvenir guidebook or facemask.

I am exempt from wearing a facemask, will I still be able to book onto the tour?

Yes, you will still be able to book onto the tour where a 2m distance will be observed. Please be advised that if you show any symptoms, including a continuous cough or sneezing then the guide may ask you to leave the tour as a precaution, and for the safeguarding of themselves and other visitors. Should this occur you will be able to rebook for another time.

I would like to attend the tour with friends and family from a different household or within the same social bubble, will I be allowed to?

In accordance with government advice, from 17 May to 20 June you will only be able to book in a tour with friends or family members from one different household.

Six or more of us would like to book into one tour, would that be possible?

With current government regulations and the 'rule of six' we are only allowed to accommodate 5 places per tour session. This is to help ensure the Health and Safety of all including visitors and the tour guide.