

FAQ's RAF Museum Experience Tours

General

How do I get to the Museum?

Our tours 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 tours are available from our website. Please ensure you book an admission ticket with your tour ticket.

For further information check the webpage of the tour you are interested in or email cosford@rafmuseum.org

Do I need to be a member to attend?

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

How accessible are your tours?

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 cosford@rafmuseum.org

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?

For our Experience Tours, we do not offer a discounted rate for E.G. Military and Senior Citizens.

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 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.

Do I pay for parking?

There is an onsite car parking fee of £5.00 which can be paid when you book your place.

What time can I arrive?

Please arrive 15 minutes before your time slot

Can I turn up without a booking?

To visit the RAF Museum, please book your admission ticket through our website. Visitors without a booking may not be able to enter the Museum if the maximum capacity is exceeded.

Booking your Experience Toru in advance is essential as our tours are limited to 5 participants. Please ensure you book and admission ticket with your tour ticket.

Can I change the day or time of my booking?

This is possible subject to availability. Please call 01902 376200 or email cosford@rafmuseum.org to enquiry

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 15 minutes ahead of your tour start time.

Will I be refunded if the Museum has to close or my tour is cancelled or postponed?

If the RAF Museum has to close or your Experience Tour has been cancelled by the RAF Museum, you will receive the option to transfer your booking to another date or receive a full refund within 30 working days.

Will I be refunded if the tour is cancelled or postponed due to Covid-19?

Please see our Covid-19 FAQ section below

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.

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

This is possible subject to availability. Please call 01902 376200 or email cosford@rafmuseum.org to enquire

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.

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

Our tours are delivered in line with the latest government guidance. If you want to enquire about tours for larger groups, please email us on cosford@rafmuseum.org

Covid-19 FAQs

How do I find out if the tour is going ahead?

In case of the cancellation of the tour, 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 tour has been cancelled or rescheduled?

If the tour 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 tour 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.

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

Please get in touch with us via email to 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 cosford@rafmuseum.org. The team will get back to you to discuss your options.

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. Please get in touch with us via email to 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 the Museum, you must;

- 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 tours?

All tours and activities will be run in line with the latest advice from the Government and Public Health Bodies. A number of precautions will be in place to ensure the safety and wellbeing of our visitors, volunteers and staff. These measures include but are not limited to:

- A Covid-19 cleaning programme throughout the site to control the likelihood of cross contamination.
- Installation of hand sanitiser points throughout 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.
- Limit of 5 participants plus one tour guide per tour.
- Use of headsets and transmitters to enable social distancing. Headsets and transmitters are being sanitised before and after each use and will be quarantined for 24 hours after each use.
- Wearing face covering is mandatory in indoor spaces whilst on site.
- The RAF Museum reserves the right to cancel or reschedule tours if they cannot be delivered in line with the latest guidance.

Will you be supporting the NHS Test and Trace tracking system?

Yes, the RAF Museum is working with the Government to ensure that we can support the NHS Test and Trace tracking system. Your contact details and time of visit will be collected (following GDPR procedures) when you book your tickets.

Details of the NHS Test and Trace Programme can be found here: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>