



## RAF Museum Cosford - FAQs

### Pillows & Pilots

#### How much does Pillows & Pilots cost?

Sleepovers at the RAF Museum Cosford costs £40.00 per child, and £5.00 per adult.

#### Is Pillows & Pilots just for children who are part of a group?

Sleepovers at the RAF Museum Cosford are only suitable for organised groups of children (Brownies, Guides, Cubs, Scouts and Cadets). Adults without any children are unable to attend.

#### How many children can I bring?

A minimum of 16 children plus 2 adults are required per booking. Our maximum capacity for sleepovers is 200 (this includes adults as well as children). Please note that if you bring less than the maximum capacity you will find other groups booked in for the event.

#### What age children can come?

Sleepovers are for 7-15 year olds only. Unfortunately, children under 7 are not permitted to attend.

#### How many adults do we need?

To ensure adequate supervision overnight, your group will need at least one adult for every eight children.

#### What is included?

- Access to National Cold War Exhibition
- Access to Test Flight and War in the Air Hangar for evening activities
- Free parking for your group (valid the day of the sleepover and the day after)
- All materials for the evening activities
- 4D Experience **or** a ride in the Simulator for each member of your group (choose your experience when booking your tickets, subject to availability)
- Overnight staffing and security
- Light evening snack and drink
- Light continental breakfast
- Early bird access to gift shop on Sunday morning
- Pillows and Pilots woven badge

### **What happens at Pillows & Pilots?**

On arrival (between 17:00 and 18:00), your group will be met by a member of our team who will register you and show you to your camp which will be on the ground floor of the National Cold War Exhibition. You will be sleeping on the floor amongst the planes, tanks and missiles - unfortunately you will not be able to sleep or go inside any of the exhibits!

Sleeping areas will be marked out; the final location will depend on your group size. Please note that Group Leaders will be required to sleep next to the group. After you have set up camp you will be given a short welcome – then the fun really begins!

You will have lots of fun activities available during the evening which Group Leaders are to lead and supervise (full details on these activities will be sent out in advance) followed by a film at the end of the night.

Breakfast will be served from 7.00am the following morning. At 9.00am you will be able to visit the Museum shop before the Museum opens to the public at 10.00am.

Please note exact arrival and activity times will be communicated to all groups closer to the event.

### **Can we have a look around the museum before the event?**

You are welcome to visit the Museum during our opening times from 10:00 – 17:00. Please note, you will be asked to leave all buildings at 17:00. Please inform us at least 7 days in advance if you are planning to visit the Museum before the event so that necessary arrangements can be made.

### **How do I prepare for my group's big night and what do I bring?**

Once your booking has been made you will be sent a copy of the Pilot Leader's Survival Pack and Pilot Survival Pack which will give you all the information you need to prepare for the night.

### **Is there somewhere to store valuables?**

No, unfortunately there aren't any lockers provided and the Museum cannot be held responsible for the loss of any items of financial or sentimental value that are lost during the event. We advise that these types of items are not brought to the sleepover where possible.

### **What are my responsibilities as a Group Leader?**

- Group leaders are responsible for the safety of their group at all times; ensuring group adheres to the house rules set out in the fire and safety talk.
- You are to lead and supervise two activities during the evening. All materials and instructions will be provided. You're also asked to take part and enjoy the activities, it's fun for adults too!
- Museum staff are not responsible for disciplining the children in your group, but staff will monitor and address bad behaviour by bringing it to the attention of the responsible adult.
- Addressing behaviour of children in your group if they impact on the rest of the group or other groups.

### **Do you have separate sleeping quarters for young people and leaders?**

No, children and adults will be sleeping in the same space. You will be required to sleep nearby so that you can oversee the group. Event staff are patrolling throughout the night to ensure everyone's safety and comfort. CCTV is in operation within the Museum.

If you, or anyone in your group has specific needs in terms of sleeping we will be happy to discuss this on a case by case basis, please do contact us on [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org) at least 7 days before the event.

**Can we come and look around the spaces and the venue before we make a booking?**

Yes, however, this must be arranged in advance.

**Can I charge my phone during the evening?**

Plugs within the Museum are not allowed to be used for charging, but your staff will be able to assist in an emergency.

**What if a member of my group falls ill during the event?**

We have first aiders at every event, but we advise the Group Leaders to take responsibility for First Aid of minor injuries for their own groups.

**Do we need to bring food to Pillows & Pilots?**

Please ensure that all of those attending the event have eaten before attending, a small snack will be provided at 21:00 before a film screening. We will provide a cold breakfast at 8:00, which will include a yoghurt, fruit juice and pastry. Tea and coffee will also be provided for group leaders. If you would like to bring any extra food to eat during the evening you are welcome to do so.

We cannot guarantee that the food provided will be nut or gluten free. If any of the group has a specific allergy, please inform us at the time of booking and bring your own food.

**Are children with special educational needs and disabilities welcome?**

Absolutely. Please let us know at the time of booking if your group, or anyone in it, has any additional needs and we will try our best to ensure that their requirements are catered for. The National Cold War Exhibition is on two levels with lift access at each end of the building. It is the responsibility of the adults booking the places for the children with special requirements, to ensure that the child or children will be able to move from the activities staged during the event.

**Is alcohol permitted for adults?**

Alcohol consumption is strictly prohibited, if we suspect alcohol is, or has been consumed during the event; we will remove your group from the sleepover.

**Do we need to pre-book?**

Yes. You must pre-book your sleepover in advance. We advise you to do this as soon as possible due to popular demand. Payment will be taken at the time of booking.

**Can I reserve places?**

No, bookings can only be confirmed once the online booking is made and we are unable to hold places without this.

**Can I add people to my group after booking?**

Once you have made your booking you can add children or adults to your booking space permitting, but if the event is sold out this will not be possible.

**My group want to leave early, is this possible?**

The Museum exits will be closed between 19:00 and 7:30 and it is not possible to leave within these times, except in an emergency. If you know you need to leave before the official end of the event, please let us know at least 7 days before the event so arrangements can be made.

### **Can I leave my bags at the Museum in the morning after the sleepover or before the sleepover?**

Unfortunately, we don't have a cloakroom at the Museum, so all bags need to either be kept with you, or left in your vehicles.

### **Can I cancel my booking if I am no longer able to attend?**

Once you have booked the event we are unable to issue any full, or part refunds, and due to only offering a limited number of events a year, we would be unable to move the booking to a subsequent date.

### **What do I need to do before the event?**

We will need a copy of your Risk Assessment seven days before the event. At registration, we will require a signed list of the number of children and adults you have with you as well as a contact number for the Group Leaders. It is the Group Leaders responsibility to ensure that parental consent is sought before the event, and that any dietary or access requirements are passed onto us in advance.

## **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/>. 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)

### **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 due to Covid-19?**

Please see our Covid-19 FAQ section below

### **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.

## **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.

### **A member of my group has 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.

### **A member of my group is showing Covid-19 symptoms – what should I do?**

Event participants must not visit the museums if they have had any symptoms of coronavirus within the last 7 days. This also applies if any member of their households has had symptoms within the past 14 days, or if they have had contact during that time with anybody who has subsequently developed symptoms of coronavirus. 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 additional measures are in place to ensure the health and wellbeing of participants, volunteers and staff at public events?**

All events 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. We will update these measures in line with government guidance. Currently (as of August 2021), 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 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
- Internal access to aircrafts may be restricted and cannot be guaranteed.
- Wearing face covering is encouraged in indoor spaces whilst on site.
- The RAF Museum reserves the right to cancel or reschedule events and activities if they cannot be delivered in line with the latest guidance.