

## Making an appointment to visit

- Currently an appointment is essential, we are unable to admit researchers who have not made an appointment prior to their visit.
- Appointments must be made five working days in advance of your visit.
- Enquiries about visiting the reading room can be made by completing the online form on the RAF Museum's website: [Reading Room Visit Enquiry Form | RAF Museum](#) or by contacting the Archive, Library and Research team via email [askcollections@rafmuseum.org](mailto:askcollections@rafmuseum.org) or by telephoning 0208 358 4909 (please note the office is not permanently manned so please do leave a message and we will get back to you)
- The reading room is open to the public on Tuesday and Thursdays from 11:00am-3:00pm.
- Due to limited space we can currently only accommodate three researchers per day.
- When you make an appointment, you will be asked to identify what documents you wish to consult. If you do not know, then we will provide you with a list of items of potential interest by email, you must identify those which you wish to see and inform the Museum at least 24 hours in advance of your visit. It is advisable to prioritise the documents you wish to see most at the start of your list.
- Please be realistic in the amount of material you can view during your visit, staff can offer advice on what this may be.

- PLEASE NOTE THAT SUBMITTING A REQUEST TO VISIT THE READING ROOM IS NOT A BOOKING UNLESS IT HAS BEEN CONFIRMED BY A MEMBER OF STAFF AND YOU HAVE RECEIVED AN EMAIL AND BEEN ASKED TO BOOK A GENERAL ADMISSION TICKET THROUGH DIGITICKETS BY THE TEAM.

## Preparing for your visit

- Face masks are mandatory upon entering the Museum's buildings unless you have a recognised exemption. Face masks must be worn when moving around inside Museum buildings but can be removed when seated in the reading room.
- The Museum will not provide PPE to readers.
- Please make sure you bring any notepaper or pencils that you need, as none will be available in the reading room.
- Please bring an identity document on which is a photograph of yourself such as a passport or driving licence.
- The reading room is up two flights of stairs, if you require the use of a lift please let us know when booking your space or inform a Visitor Experience Assistant upon your arrival.

## During your visit

- Upon arrival, announce yourselves to a Visitor Experience Assistant at the Museum entrance stating that you have an appointment in the reading room. They will direct you to the Museum reading room which is located on the second floor of Hangar 3.  
[https://www.rafmuseum.org.uk/documents/london/London\\_site\\_mapJune2018.PDF](https://www.rafmuseum.org.uk/documents/london/London_site_mapJune2018.PDF)
- Food, drinks and bags are not allowed in the reading room, these can be stored in the locker assigned to you which are located outside of the reading room.
- Only items required for your research can be brought into the reading room such as pencils, papers, computer, camera and form of ID.
- Upon entering the reading room you must use the hand sanitiser provided.
- A member of staff will direct you to a table in the reading room where you will find the first three of your pre-ordered documents ready for you.
- Once you have finished with your requested items, please **leave** them on the table at which you are sat and inform the member of staff that you are ready for your next items.
- Please do **not** wear gloves when consulting archive records. Documents can be fragile, and gloves reduce the tactility and sensitivity of fingertips.
- Gloves **must** be worn when handling photographs, and these will be provided by the Museum
- Please obey all COVID-19 signage and one-way systems in place at the Museum.

## Notice about data

- The date and time of your visit to the Archives will be logged together with your name and contact details. If the [Government's Test and Trace scheme](#) tells us they know of an infected person who visited the archives at the same time as your visit then we will provide Test and Trace with your contact details.

## Resources or services which are not currently available in the reading room

- On-demand document productions
- Pencils