

# RAF Museum Cosford

## Spitfire 10K - FAQs

### General

#### **WHERE CAN I BUY MY EVENT TICKETS?**

Tickets for the Spitfire 10K can be bought through our website using the link provided. Please note that tickets are advanced bookings only. Tickets will be released in stages to ensure that we can comply with the latest government guidance.

For further information check the webpage of the event you are interested in or email [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

#### **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

#### **HOW DO I FIND OUT ABOUT OTHER EVENTS AT THE RAF MUSEUM COSFORD?**

The full list of our upcoming events can be found on our website: <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 [whatson-cosford@rafmuseum.org](mailto:whatson-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.

#### **WILL I BE REFUNDED IF THE EVENT IS CANCELLED OR POSTPONED?**

Please see our Covid-19 FAQ section below

## **I REQUIRE ASSISTANCE WITH MY BOOKING – WHO CAN HELP?**

If you are experiencing problems with your booking 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.

## **Spitfire 10K**

### **IS THERE AN AGE LIMIT?**

This race is held under UK Athletic Rules; all runners must be 15 years and older.

### **WILL DISCOUNTED TICKETS BE AVAILABLE?**

Yes, discounted tickets (£20.50) are available to members of UK Athletics affiliated clubs and Armed Forces Personnel. Please choose the option when booking your tickets, you may be asked to enter details to receive the discount.

### **I AM A CADET OR VETERAN, AM I ABLE TO PURCHASE THE REDUCED ARMED FORCES TICKET OFFER?**

We are pleased to offer the reduced Armed Forces ticket to all members of the Armed Forces family. This offer is available for cadets, current serving personnel and veterans which also includes their immediate families. Please note, all runners must be 15 years or older.

### **IF I CANNOT ATTEND, CAN I GIVE MY TICKET TO A FAMILY MEMBER OR A FRIEND?**

Unfortunately, tickets are not transferable. If you can no longer take part in the challenge, please email our team on [info@nice-work.org.uk](mailto:info@nice-work.org.uk) and we will discuss appropriate options with you.

### **DO I PAY FOR PARKING?**

There is currently no parking fee for participants of the race on site and in the off-site car park.

### **WILL I BE ABLE TO PARK ON SITE?**

There are a limited number of parking spaces available on site. Once these spaces are full, we will direct you to our off-site car park, a 2-minute drive away from the Museum. Shuttle buses will run continuously between the off-site car park and the RAF Museum.

### **WHAT TIME CAN I ARRIVE?**

You will receive a race pack before the race which will include all details you will need for the day.

### **CAN I TAKE PART WITHOUT A BOOKING?**

We can only allow guests with a valid booking to take part in the event.

## **IS THERE A DEADLINE TO ENTER THE RACE?**

Spaces are being sold on a first-come-first-served basis. Please note, in previous years, the Spitfire 10K has sold out rather quickly. We suggest you book your tickets as early as possible.

## **I LIVE OUTSIDE OF THE UK OR TOO FAR AWAY – IS THERE A VIRTUAL RACE?**

Yes, after the amazing feedback in 2020 and 2021, we are excited to announce that the Virtual Spitfire 10K will be taking place between 27 August and 15 September 2022. Please see our website for further details.

## **HOW DOES THE FUNDRAISING WORK?**

The Spitfire 10K is a race organized by the RAF Museum charity. We therefore ask that all runners wishing to raise funds while running only do so for the RAF Museum. When booking your tickets, choose the ticket option 'incl. free t-shirt with £100 raised in sponsorship'. Our team will then get in contact with you via email to help you to set up your fundraising page and support you throughout the process. If you raise £100.00, you will receive a free t-shirt sent to you after the race.

Please email [development@rafmuseum.org](mailto:development@rafmuseum.org) if you have any fundraising questions.

## **WILL THERE BE ROLL OF HONOUR CARDS AGAIN?**

Yes, you will receive a Roll of Honour Card with your race pack. Your Roll of Honour Card enables you to carry the name of a Battle of Britain Pilot with you on your run.

## **WHEN WILL I RECEIVE MY RACE PACK?**

Race packs are sent out in the post in August. The race pack will contain your Roll of Honour Card, your runner's number and further details about the race.

If you've booked merchandise and chose the option to get it delivered to you before the race, your items will arrive with your race pack if you enter the race before the 1 August.

## **WHEN WILL THE T-SHIRT DESIGN BE REVEALED?**

The t-shirt design will be revealed in early 2022 – as usual, it will be one of a kind!

## **WHEN WILL I RECEIVE MY RUNNING T-SHIRT OR VEST?**

If you ordered running t-shirt or vest before the 1 August and chose to get it delivered before the race, the items will be sent to you before the race in August. Alternatively, you can pick up the items on the day on site.

## **WILL THE SPITFIRE FAMILY RUN TAKE PLACE IN 2022?**

Yes, we are excited to announce that the Spitfire Family Run will be back in 2022. More information can be found on our website.

## **HOW DOES THE CHIP TIMING WORK?**

Your timing chip is on the reverse of your race number which you will receive with your race pack. Please attach your race number to the front of your running vest and be careful not to damage the chip with your pins. If you forget your race number there will be a few available on the morning of the race but these will be subject to a £3 charge to re-issue you with a new one.

## **WHEN WILL I GET MY MEDAL?**

You will receive your medal after the race as you cross the finish line.

## **WHAT IS THE MEDAL GOING TO LOOK LIKE?**

As usual, this will remain a secret until you cross the finish line. We promise that you won't be disappointed.

## **WHAT IS THE FACEBOOK SPITFIRE 10K VIRTUAL RUNNING COMMUNITY?**

We want to create a space for you where you can communicate with other runners. Share your running routes and read or share tips and tricks to get moving. Here we will also be sharing information about the race with you and answering questions. It's a great opportunity to share photos and interact with like-minded runners.

## **HOW DO I GET ACCESS TO THE FACEBOOK COMMUNITY GROUP?**

To become part of our virtual Facebook community, you need to have a Facebook account. Click here to join the community: <https://www.facebook.com/groups/RAFVirtualRunning/>

## **WHAT HAPPENS IF I AM ILL DURING THE SPITFIRE 10K?**

If you have started the challenge and become ill, it is important for your health and wellbeing that you stop. Only when you truly feel fit and healthy again do we advise you continue.

Please always ensure that you are medically fit to complete the 10K before starting the challenge.

## **I CAN NO LONGER TAKE PART, WHAT ARE MY OPTIONS?**

If you can no longer take part in the challenge, please email our team on [info@nice-work.org.uk](mailto:info@nice-work.org.uk) and we will discuss appropriate options with you.

## **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.

## **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.

## **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
- 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
- Introduced a 'pre-book only' ticket system and time slots (where necessary)
- Created a Covid-19 cleaning programme throughout the site to control the likelihood of cross contamination
- Installed hand sanitiser point throughout to the Museum in addition to the available hand washing facilities in toilets
- Put in place social distancing markers, queue management systems and or/ barriers to control the number of individuals in any area at all times and to ensure social distancing at all times
- Adapted the event programme to ensure a safe and secure event for everyone
- Closed off areas or routes which we cannot effectively control

## **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 TOILETS BE OPEN?**

Toilets will be available for use during your visit, depending on the public event toilets may be open in different buildings. There will be enhanced cleaning in all our toilet facilities.

## **WILL THE RESTAURANT/CAFÉ AREA BE OPEN?**

The Refuel Café in the Visitor Centre will be open during the event serving hot and cold drinks and snacks.

We have been working very closely with our onsite caterers to ensure safety for both visitors and staff. A queuing system will be in place which will allow for appropriate physical distancing. Our cleaning schedule will be increased to ensure all hard surfaces are regularly cleaned.

## **WILL I NEED TO WEAR A MASK?**

We would ask you to follow the latest guidance from the Government and Public Health Bodies. We will update our runners about the latest guidance via email and on our website.

## **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.