

# Frequently asked questions

## Battle of Britain Proms - 13 August 2022

### 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. 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 email to [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 or make a note of your booking reference number.

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

Please see our Covid-19 FAQ section below

#### 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)

## **Battle of Britain Proms**

### **Do you offer any discounts E.G Military or Senior citizen?**

There are no discounts for military personnel for the Battle of Britain Proms event.

### **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.

### **I am buying tickets to give as a gift - will this be ok?**

Yes! When booking your tickets online, enter the recipient's name at the beginning of the booking, and then enter the cardholder details when you come to make the payment.

### **Can I turn up without a booking?**

We have limited tickets for the event – if the tickets are not sold out in advance you may buy your tickets on the door. Please find the ticket prices for tickets bought on the day on our website. Tickets will be sold on first come first served basis.

### **Is the event suitable for children?**

Yes, the event is suitable for the entire family and a great way to introduce children to live music in a fun, informal setting. You may want to consider junior ear defenders for small children.

As a guideline, we would advise a ratio of one supervising adult to three children under 16, and children must be supervised by an adult at all times.

### **Can I bring a dog?**

Animals, other than registered Assistance Dogs accompanying their owners, are not allowed on site, at RAF Museum events and inside any building.

### **What time can I arrive?**

Gates to the event area will open at 2:00pm. The entertainment will start at 3:00pm and finishes at approx. 9:10pm.

You may arrive early to visit the RAF Museum Cosford. Please ensure you book your free admission ticket online: <https://royalairforcemuseum.digitickets.co.uk/event-tickets/28352?catID=27857&>

### **Do I pay for parking?**

Car parking charges do not apply for this event, this is included in your ticket price. Distance from the car park to the event entrance varies but is usually 200 – 400 metres. No overnight parking.

### **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 ask you to park in our off-site car park, a 2-minute drive away from the Museum. A shuttle bus will run continuously between the off-site car park and the RAF Museum. Distance from the shuttle bus stop to the event entrance is approx. 200 metres.

### **Is there Blue Badge parking available?**

Yes, the car park nearest to the event area is reserved for disabled parking. If you have a Blue Badge then there is no need to pre-book. Please simply follow the instructions of our staff on the day and ensure that your Blue Badge is clearly displayed in your windscreen.

If you do not have a Blue Badge but you need to use the disabled car park because you or a party member has a temporary impairment or mobility issues, please contact the RAF Museum in advance and you will be sent a parking permit. To arrange a parking permit, please email us on [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

### **Can I come by taxi, or arrange for someone to drop me off and pick me up?**

You are welcome to arrive and depart by taxi. A drop-off and pick-up point will be clearly signposted. Due to the location of the RAF Museum, we suggest that you pre-book your taxi in advance with a local taxi provider.

### **Can I arrive by train?**

Cosford is located on the Birmingham to Shrewsbury line. A shuttle bus will run from Cosford station throughout the event. Please check timetable and with rail operators including West Midlands Railway before visiting as Cosford station is unmanned with flights of steps from both platforms.

### **I'm looking to bring a large party; can we arrive by coach?**

If you are thinking about arriving by coach, please email us on [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org) to ensure necessary arrangements are in place.

### **Can I go back and forth to the car park throughout the evening?**

Yes, if you want to leave the event area, you will be given a pass that enables you to re-enter.

### **Can we visit the RAF Museum before the event?**

You may arrive early to visit the RAF Museum Cosford. Please ensure you book your free admission ticket online: <https://royalairforcemuseum.digitickets.co.uk/event-tickets/28352?catID=27857&>

The Museum is open daily from 10.00am.

### **What time will the entertainment start?**

The musical entertainment will start at 3:00pm and finish at approx. 9:30pm.

### **What kind of musical performance can I expect?**

Visitors can expect a 6-hour programme of live music. A variety of solo entertainers and performers and bands will entertain the audience and encourage to dance and sing along. The Lymm Concert Band will provide a rousing finale to the event leading the audience through all the Last Night of the Proms favourites.

### **Is there wheelchair access?**

Yes, the Battle of Britain Proms is fully accessible, but please inform us in advance if you require wheelchair entry and exit. Please get in touch via email to [whatson-cosford@rafmuseum.org](mailto:whatson-cosford@rafmuseum.org)

**Can we buy refreshments at the event?**

Yes, there will be hot food and drinks and bars available. It's also possible to pre-order a delicious fresh picnic to collect on arrival - details of how to do this will be announced soon.

**Can I bring my own food and drink?**

Yes – you can bring food and drink with you. You are welcome to bring your own picnic including alcohol, glassware, cutlery etc. When packing your picnic please note that knives permitted on site will be restricted to domestic knives 5 inches or under and folding knives with a 3-inch blade or under.

**Can I bring a tent or gazebo?**

Yes, you can bring a tent or gazebo. However, visitors bringing items that may obstruct the view of other visitors will be asked to set up at the back of the audience.

Space for gazebos and tents at the back of the audience is strictly limited. Spaces are allocated on a first come first served basis at the discretion of the stewards, and you may be positioned behind other gazebos. It is not permitted to fit the sides to your gazebo.

**Can I pre-order a picnic?**

It's possible to pre-order a delicious fresh picnic to collect on arrival - details of how to do this will be announced soon.

**Can I bring my own barbecue?**

No sorry, BBQs are not permitted on site.

**Can I bring something to sit on?**

Yes please, bring a picnic chair or blanket to sit on as the event will be located on grass. Alternatively, you may book a deck chair with your tickets.

**Can I smoke at the event?**

The event area is a no smoking zone. Please use the designated points which will be.

**Will toilets be available during the event?**

Yes, toilets including disabled toilets will be available.

**What happens if it rains?**

The event will still go ahead in the event of wet weather. Please check the forecast in advance and be prepared for our wonderful diverse weather! The event will only be cancelled if the weather conditions present a danger. In the unlikely event that the event is cancelled, we will aim to give as much notice as possible via the Museum website and social media.

**Is there a dress code?**

There is no prescribed dress code. Most people choose to dress in practical clothing but some take the opportunity to go a bit more glamorous! Most of all, come prepared for the unpredictable British weather!

## 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.

### **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 [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. 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