

FAQ's RAF Museum Experience Tours

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 at 30 minutes ahead of your tour start time.

I am feeling unwell; can I cancel my tour and re-book?

Yes of course, if the ticket holder is unable to visit the RAF Museum due to isolation or health issues related to the current Covid-19 pandemic, a transfer of the booking to a different date will be offered where possible. If this is unacceptable then a refund will be provided and processed within 30 days.

If the RAF Museum is unable to offer an alternative date for a public event, a refund will be issued within 30 days.

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.

I preordered a souvenir guidebook or facemask with my standard tour ticket, where do I collect them?

Upon arrival at the Museum, please show both your general admission and tour ticket at the admissions desk. There you will be able to receive your souvenir guidebook or facemask.

Will I need to wear a facemask for the Tour?

A facemask or visor will be worn by your Tour Guide for the duration of the tour. We strongly recommend that all members of the tour wear a face-covering unless this would detract from your comfort and enjoyment.

Please be aware that if you are showing any symptoms relating to COVID-19 (continuous cough, high fever) at any point during the tour, the Tour Guide will ask you to leave.

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

The capacity set for the experience tours is a maximum of 10 people per tour. This is to help offer a more exclusive experience for those booked onto the tour. If you would like to book onto a tour in a group of 10 or more people, please see our Group Tour booking page for further information.