

# RAF Museum Cosford - Public Events

## 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.aspx>. 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)

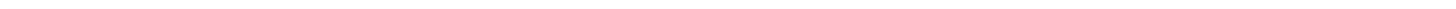
### How and when will I receive my tickets?

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?



If the event is cancelled by the RAF Museum Cosford, we will attempt to reschedule where possible. If the RAF Museum is unable to offer an alternative date or the proposed new date is unacceptable, a refund will be issued within 30 days.

**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.

## Aviation Art Workshop

**Do I pay for parking?**

Parking is included in the ticket price.

**What time can I arrive?**

Registration opens at 10:00 in the Visitor Centre.

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

We can only allow visitors with a booking to attend the workshops.

**Can I buy tickets on the day?**

No, tickets for the workshops must be booked in advance.

**Can I change the day or time of my booking?**

Unfortunately, you will not be able to change the date of your booking.

**What refreshments are available?**

The Airfield Kitchen restaurant will be open in the Visitor Centre serving hot and cold snacks, lunch and drinks.

**Can I purchase a place on behalf of someone else?**

Yes, you can buy a ticket for someone else. Make sure you complete the booking form using the details of the participant rather than your own. If you want to change the booking details later on, please get in touch with us via email to [WhatsOn-Cosford@rafmuseum.org](mailto:WhatsOn-Cosford@rafmuseum.org).

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## 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 can no longer attend due to a local lockdown in my area. 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 for an allocated time slot (where applicable)
- Wear face coverings where applicable in line with the Government guidance.
- 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:

- A Covid-19 cleaning programme throughout the site to control the likelihood of cross contamination.
  - Installation of hand sanitiser points throughout 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.
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- Closed off areas or routes which we cannot effectively control
- Reducing the number of available tickets to 15 participants per workshop.
- Wearing face covering is mandatory inside buildings and aircrafts for the duration of the event.

**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 in the Visitor Centre and in all hangars during your visit. There will be enhanced cleaning in all our toilet facilities.

**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 provide further information closer to the event.

**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.

**Will you be supporting the NHS Test and Trace tracking system?**

Yes, the RAF Museum is working with the Government to ensure that we can support the NHS Test and Trace tracking system. Your contact details and time of visit will be collected (following GDPR procedures) when you book your tickets.

Details of the NHS Test and Trace Programme can be found here: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

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