

The title "SPITFIRE FAMILY RUN" is written in a large, bold, red, distressed font. It is framed by two horizontal red lines, each with a stylized Spitfire aircraft silhouette at its right end.

FAQs

General Questions:

Where can I buy my event tickets?

Tickets for the Spitfire 10K in London can be purchased through our website using the link provided, this will direct you to Bookitzone who is our ticket provider for this event.

How do I get to the Museum

Please see the how to reach us section on our website: [How to reach us](#)

How do I find out about other events?

You can find information about all our other events including the Spitfire Family Runs, by heading to our [What's On section](#).

You can also sign up to receive the RAF Museum newsletter: [Sign up](#).

How accessible are our events?

The Royal Air Force Museum London welcomes everyone and aims to ensure an enjoyable visit for all.

We have step-free access around our site. All of our hangars offer the following:

- Wide aisles, enabling access for wheelchairs and pushchairs

- Lifts to upper levels
- Seating for breaks during your visit
- Free Wi-Fi is available

All our hangars have accessible toilets, and all have baby changing facilities except Hangar 2 where you will find a Changing Places Toilet.

We have quiet rooms available on request in Hangar 1 and Hangar 6.

If you need any assistance in addition to the facilities detailed above, please do ask any member of staff (look for the red jackets!)

How and when will I receive my tickets?

You will receive an email confirmation, but not a physical ticket. We may need to show your email confirmation to get access to the event, this can be presented on your smart phone or device.

Will I be refunded in my event is cancelled or postponed?

If the RAF Museum has to cancel the event then you will receive an email giving you the option to refund your ticket. Please allow 20 working days for this refund to be processed.

If the event is postponed, then you will be given the option of a refund or moving your ticket to the new date.

I need some help booking my tickets – 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@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 Family Run event questions:

Is there an age limit?

No, you can be any age to take part in our family runs.

Will discounted tickets be available?

There won't be discounts available for the family run.

I can no longer attend due to injury can I defer my ticket?

You can defer your ticket up to 14 days before the event, after this time there will be a £5.00 charge for deferral. If you would like to defer your entry to 2023 then please get in touch with our race partners Nice Work: info@nice-work.org.uk.

Can I run with a buggy?

Yes, there is no curbs so running with a buggy will be fine.

Can we dress up?

YES! Please come in fancy dress – the more fun the better.

Can I run with my child, but not enter?

Yes, if you would like to accompany your child but not enter then you are welcome to do so. But you will not receive a running number or medal.

Does the family race go off site?

No, the race is contained on the site, they run behind Hangar 3 -5 and then back along the pavement in the car park.

Can I give me ticket to a family member or friend?

Tickets are not transferable, if you are unable to attend, please defer your entry (see how to do this in the above question).

Do I pay for parking?

Parking is free for runners and their supporters until 1.00pm, after this time a charge will start to apply. The parking is pay on exit, so if you stayed until 3.00pm you would need to pay for 2 hours of parking.

Will I be able to park on site?

We have a large car park, but if you are able to travel by public transport, we advise you do that.

What time can I arrive?

You can arrive from 8.00am, the events will start at 9.00am.

Can I attend the event if I am not running?

Of course, we will send you a link to book your free admission tickets. The Museum will be closed to the general public, but open for those people supporting family and friends in the Family Run.

Will the Café and Restaurant be open?

Hendon Kitchen will be open from 9.30am serving delicious coffees, refreshing soft drinks and hot and cold food.

If you take your medal into the Hendon Kitchen you will get a discount on our race day specials. Please note, this discount is only valid on certain items.

When will I get my race pack?

You will receive your race pack in the post 2 weeks before the event. If it hasn't arrived a week before then please get in touch with Nice Work at info@nice-work.org.uk.

Where do I pick up my t-shirt or vest?

If you have chosen to collect your t-shirt or vest on race day, then when you arrive follow signs to the Merchandise Collection Point. You will need your name and race number.

Where will I be able to leave my stuff?

We will be providing a bag drop for runners. All you need is your race number, we will tear off the bottom strip and attach it to your bag. You will need to collect your item by midday.

If you are not taking part in the race, there are lockers in Hangar 1 that you will be able to use for £1.

How does my chip timer 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.

Please note that only the Family Run will be timed, the Family Dash will be untimed.

When will I get my medal?

As soon as you cross the finish line on race day.

Will we get a preview of the medal before the race?

No, we keep it surprise until you cross the finish line.

COVID Questions:

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.

I have tested positive for COVID can I still come to the event?

If you have tested positive or have COVID symptoms, please do not visit the RAF Museum. This is for the safety of our teams and our visitors.

If you have booked tickets to an event and test positive then please email whatson@rafmuseum.org and we will discuss your options.

Do I need to wear a facemask at the event?

Facemasks are no longer a legal requirement inside our buildings, but we strongly advise that visitors still wear them.

What measures do the RAF Museum have in place?

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
- A 'pre-book only' ticket system and time slots
- 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
- Adapted the event programme to ensure a safe and secure event for everyone