

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

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 ([link to events page](#)). 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

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

Will I be refunded if the event is cancelled or postponed?

Please see our Covid-19 FAQ section below

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

Can I bring a dog?

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

Photography Workshop

Do I have to pay for parking?

Parking is included in the ticket price from 4.00pm.

What time can I arrive?

Registration is 10.00am - 10.30am.

Can I buy my tickets on the day?

No, this event must be booked in advance.

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. 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. The team will get back to you to discuss your options.

Do I have to pre-book my tickets?

Yes, you have to pre-book your tickets via our online booking system. Entry will only be permitted to visitors with a confirmed booking.

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, 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
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- 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.

How do the time slots work?

For certain events, you will be able to choose a time slot when booking your tickets. This will allow us to manage the number of people in a space at all times. You will only be allowed access to the Museum at the time stated in your booking. Please be patient if delays are incurred.

Please note, that you may not be able to attend the public event if you arrive after your allocated slot. Refunds will not be given if you miss your allocated slot.

Will I need to wear a mask?

We would ask you to follow the latest guidance from the Government and Public Health Bodies. From 8 August 2020 government guidelines require visitors to wear masks in a greater number of public indoor settings, including museums.

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. 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>
