

## Wallop Wheels & Wings Frequently Asked Questions

<b>Booking and Ticketing</b>	
Where can I buy tickets?	Tickets are available to purchase on our website or at the museum reception desk during museum opening hours.
Do I need to print my ticket off?	We will scan the barcode on your ticket that will be emailed to you on your smartphone or tablet so no need to print.
Can I buy a ticket on the day?	As long as tickets do not sell out in advance of the Event you will be able to purchase tickets on the day although it is easier to purchase online in advance to avoid queues at the ticket gate.  Please note each ticket price will increase by £3.00 if purchased at the Ticket Tent.
Children/concession ticket ages:	Child tickets are for children aged 5-15. Under 5's go free and 16+ will need an adults ticket.  Concession is 60+ and MoD90/AAC/student tickets will require sight of a valid ID.
Cancellations/refunds/resale:	Tickets are non-refundable. Please see event full terms and conditions for cancellation terms.
Are there any discounted tickets available?	We are pleased to be able to offer discounts to MoD90 card holders, serving AAC (plus their accompanying spouse & children) AAC Veterans (on production of a valid veterans association card), carers, children under 5 & AFM Gold Members.  Please ensure you bring your ID card with you on the day as these will be checked upon arrival.
Does my ticket include entry to the Museum?	The Museum will be closed on the day of the Event but if you have purchased your ticket with Gift Aid we will be upgrading your ticket to an Annual Pass so you can come back and visit the museum another day in the next 12 months.
Lost tickets:	Please contact the museum prior to the Event if you can, if not please ask at the museum on the day. We cannot guarantee entry on the day if you have lost your ticket.

<b>Travel and Parking</b>	
Parking:	Parking is available opposite the museum in Dalton's Field, there will be clear directions on the day. There is no charge for parking however donations will be accepted on the day.
Directions to the Museum / Event:	For apple maps please use SO20 8DY. For Google maps please use SO20 8FB.  What3words please use flag.elections.lateral.

	Full Museum address Army Flying Museum, Middle Wallop, Stockbridge, Hampshire, SO20 8FB.
Accommodation / Camping available nearby:	There are hotels in Andover, Stockbridge and Salisbury and Romsey. There are also a number of campsites locally.
Getting here by public transport:	There is a bus stop directly outside the museum bus numbers 17, 85 and 87 run from Andover. Please check <a href="http://bustimes.org/localities/Andover">bustimes.org/ localities/Andover</a> for timetables. The nearest train station is Grateley.
Getting here by car:	Exit from the A303 is signposted Salisbury A343 (the A343 is the road number the Museum is located on)

<b>Attending the Event</b>	
What time does the Event open?	10.00 for general ticket holders. If you wish to upgrade your ticket to a photography ticket, then gates will open from 07.30am for aircraft arrival photography.
What time does the Event finish?	16.30 – Aircrafts will be departing from 15.00 so don't forget to look up!
Are dogs allowed to the event?	As the Event has a Live Airfield for the duration of the Event it is not suitable for dogs to attend. No dogs apart from assistance dogs will be permitted.
Dress code:	This is an outdoor event, mainly on grass, flat shoes are advised. Please check the weather forecast in advance and bring appropriate all weather attire. As there will be classic cars and aircrafts at the Event some visitors may choose to dress in Vintage outfits, this is always appreciated but not obligatory.
Security:	The safety and security of our visitors is of paramount importance to us. If you see or hear of anything concerning, please report to a member of staff and the appropriate action will be taken. Please do not bring sharp objects, alcohol or glass to the Event, bag searches will be in operation on arrival.
Do I need to bring cash on the day? Will I be able to pay by card?	We cannot guarantee that stallholders will have card payment facilities so bring cash just in case! The nearest cash machine is at the Co-op Food in Stockbridge (5.3 miles away). The Museum shop and catering will be taking card payments but are unable to provide cash back.
Eating and drinking:	There will be a wide selection of catering units available to purchase food from on the day.

Children:	Children are always welcome. There will be a dedicated 'Kids Zone' with plenty of activities for children on the day and our play park will also be open.
First aid:	There will be a first aid stand on site in the Museum car park by the entry to the airfield, please alert a member of staff or steward if you require first aid on the day.
Lost property:	Please hand all lost property into the Museum reception desk, also please ask here if there is anything you have lost, and we will take your details and a description of the item lost.
Lost children:	Please alert a member of staff or steward if you have lost your child or go to the Information Tent.
Baby changing:	Baby changing facilities are available in the Family Tent highlighted on the Site Map.

<b>Accessibility</b>	
Do you have disabled parking?	Please let show your blue badge to the parking marshals on the day or let them know if you have limited mobility and they can direct you to the Disabled parking area.
Is the Site wheelchair friendly?	The majority of the site is on a grass field that is mostly level. There are disabled toilets at the Museum car park, at the far end of the village near the Memorial and also at either end of the paddocks.