



## Wallop Wheels and Wings – Frequently Asked Questions

Booking and Tickets	
Where can I buy tickets?	The easiest way to buy tickets is via the Museum website at <a href="http://armyflying.com">armyflying.com</a> . Tickets can also be purchased during Museum opening times in person at the reception desk or over the phone on 01264 781086.
Do I need to print my ticket?	You will receive a ticket via email with a barcode on it. This barcode can be scanned from your smartphone or tablet, so no need to print but please make sure you've downloaded the ticket or saved a screenshot before arriving on site as phone signal can be limited.
Can I buy a ticket on the day?	The last two years have sold out so we advise booking in advance to guarantee entry and to avoid queues at the ticket gate. If available, a limited number of tickets will be on sale on the day. Please note, only tickets purchased in advance will qualify for a free annual pass
What are the ages for child and concession tickets?	Child tickets are for ages 5-15 years. Under Fives go free. Concessions are for ages 65+ years
Will I require ID?	ID will be required for MoD90/AAC and Student tickets, and Wallop residents will need to bring proof of address. Proof of PIP or similar may be requested for free entry to accompany a disabled adult or child
Can I get a refund?	Tickets are non-refundable, please see full <a href="#">event terms and conditions</a> for more information
Are there any discounted tickets available?	We are able to offer discounts to MoD90 card holders, serving AAC (plus accompanying spouse/children), AAC Veterans (on production of valid AAC veteran association card), Middle Wallop

	residents, carers, children under 5 years and AFM Gold Members
Does my ticket include entry to the Museum?	Although the Museum will be closed on the day of the event, a limited number of add-on tickets are available should visitors wish to go into the Museum on the day of the event (one per person required). These tickets must be purchased in advance. If you have purchased your ticket in advance with Gift Aid, you will automatically qualify for an annual pass to enable you to visit the Museum at any time, free of charge in the next twelve months
I have lost my ticket	Please contact the Museum prior to the event if you can, if not please speak with a member of the event team on arrival. We cannot guarantee entry on the day of the event without a valid ticket
Prize Draw	Prize draw tickets will be available from various outlets at the event including the Museum shop and information tent. Tickets are £2 each

<b>Travel and Parking</b>	
Parking	Parking is available opposite the Museum in Dalton's Field, there will be clear signage in place on the day of the event
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
Public Transport	There is a bus stop directly outside the Museum - bus numbers 17 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 to the event by car	Exit from the A303 signposted Salisbury, A343 (the A343 is the road the Museum is located on)

<b>Attending the Event</b>	
What time does the event open?	For general ticket holders the car park will open at 0900, the trader village will open from 0930 and the airfield from 1000. If

	you wish to upgrade your ticket to a photography ticket, then gates will open at 0730 for aircraft arrival photography
What time does the event finish?	The event ends at 1630
Are dogs allowed at the event?	As the event is staged on a live airfield, it is not suitable for dogs to attend. Only assistance dogs will be permitted to the event
Social Media	Please tag the Museum's social media accounts when posting any photos about the event using the hashtag #wallopwheelsandwings23
Dress code	This is an outdoor event, mainly on grass and therefore flat shoes are advised. Please check the weather forecast in advance and bring appropriate all weather attire
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 or the security team and 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?	We cannot guarantee that stallholders will have card payment facilities, so please bring cash just in case. The Museum shop is unable to provide cash back
Eating and drinking	There will be a wide selection of catering units available to purchase food and drink from on the day
Children	Children are always welcome at the event and there will be a dedicated Kid's Zone with lots of activities for children to participate in. Please note that children under the age of 14 must be accompanied by an adult
First Aid	There will be a dedicated first aid stand on site at the event. Please alert a member of staff or security if you require first aid provision
Lost Property	Please hand all lost property into the Museum shop and please ask here if there is anything you have lost

Lost Children	Please alert a member of staff or security if you have lost your child, or go to the Information Tent in the Museum car park
Baby Changing	Baby changing facilities are available in the Museum shop and Family Welfare Tent in the Museum car park

<b>Accessibility</b>	
Do you have accessible parking?	Accessible parking will be signposted. Please display your blue badge clearly. If you have mobility issues, please speak with a parking steward and they will direct you to the accessible parking area
Is the site wheelchair friendly?	The majority of the site is a grass field that is mostly level, however please take care as both Dalton's Field and the Museum site suffer from rabbit holes. There are accessible toilets on the event site and in the Museum shop. A small number of shopmobility scooters will be available from the Unity stand by the Museum entrance.