

## Wallop Wheels and Wings Frequently Asked Questions

### Booking and Ticketing

- Where can I buy tickets?

Tickets are available to purchase [here](#) or from 17<sup>th</sup> May onwards you can purchase at the museum reception desk.

- Do I need to print my ticket off?

No, you don't need to, we can scan the barcode that will be emailed to you on your smartphone or tablet

- Can I buy a ticket on the day?

We cannot guarantee there will be tickets available on the day. Currently we are only selling tickets to the event online and from 17<sup>th</sup> May at the museum reception desk.

- What are Early Bird Tickets?

Early Bird tickets are a limited number of tickets that enable holders enter the site an hour early to view the aircraft flying in. A must for enthusiasts! If you wish to purchase Early Bird Tickets you are required to purchase 1 per person in addition to the event ticket. Early bird access is from 08.00.

- 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/MoD/AAC and student tickets are 60+ or with a valid ID.

- Cancellations/refunds/resale

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.

- Does my ticket include entry to the Museum?

Yes, all tickets include entry to the museum. If you were able to Gift Aid this entitles you to an annual pass for the museum, please see reception.

- 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.

## **Travel and Parking**

- Parking

Parking is available opposite the museum, there will be clear directions on the day and is not chargeable.

- 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

The Grosvenor Hotel, Stockbridge, have offered a 10% discount to anyone quoting 'Wallop Wheels and Wings' [www.thegrosvenorstockbridge.com](http://www.thegrosvenorstockbridge.com) . Salisbury Hillside Caravan and Motorhome Club Site 01980 862527, 3.5 miles from site.

- Getting here

There is a bus stop directly outside the museum bus numbers 17, 85 and 87 run from Andover. Please check [bustimes.org/localities/andover](http://bustimes.org/localities/andover) for timetables. The nearest train station is Grateley. Exit from the A303 is signposted Salisbury A343 (the A343 is the road number the Museum is located on)

- Dress code

This is an outdoor event, mainly on grass, flat shoes and casual clothing advised. Please bring appropriate sun protection.

- 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.

## **Attending the Event**

- What time does it open / start?

Gates open to Early Bird ticket holders at 08.00 and 09.00 for general ticket holders.

- What time does it finish / close?

Last orders at the bar are at 19.00 with the site closing at 19.30.

- Are dogs allowed to the event?

Unfortunately, no dogs apart from assistance dogs will be permitted.

## **Accessibility**

- Do you have disabled parking?

Yes, you will be asked during the booking process if you require disabled parking on the day and can book this during the ticket purchasing process. You will be directed by parking marshalls on the day.

- Accessibility – Is the site wheelchair friendly?

The majority of the site is on a grass field that is mostly level. The Museum itself is fully accessible. 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 as well as one in the Museum reception area

## **Event Facilities**

- 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 Budgens White Horse Service station 0.7 miles away. The Museum shop and café will be taking card payments but are unable to provide cash back.

- Eating and drinking

There is a café on site and there will also be a selection of catering units available to purchase food from

- Children

Children are always welcome. There will be a dedicated 'Kids Zone' and there is also a play park on site.

- First aid

There will be a first aid stand on site in the Control Tent by the entry to the airfield, please alert a member of staff if you require first aid.

- 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 go to the information tent if you have lost your child.

- Baby changing

Baby changing facilities are available in 3 locations inside the museum, please ask at reception for more details.