

## **Group Booking FAQs**



### **How do we pay for the visit?**

Unless otherwise discussed with a member of the AFM team, payment for your visit will be invoiced after you visit. This is to account for any changes in numbers or requirements of your group.

### **Does the group rate include an Annual Pass?**

The group rate does not include an Annual Pass. Visitors on the day can pay separately for their ticket and this will be an Annual Pass that is valid for 12 months- please be aware that we will require some details from you in order to issue an Annual Pass.

### **Do you offer a military discount?**

Military personnel in possession of a MOD90 ( or equivalent) qualify for free entry to the Museum. If you are a serving AAC, AACVA or AAC Cadets group, there is the option for a free Guided Tour of the Museum. Please ensure all Guided Tours are booked at least three weeks in advance.

### **Can I change the date of my visit?**

If your group can no longer make the visit date, please let a member of our team know on [event.support@armyflying.com](mailto:event.support@armyflying.com) as soon as possible. (If a new date is requested, please be aware, if you have a Guided Tour booked, we will have to confirm the date of your new visit with the Tour Guides to ensure that you are still able to have a tour) Please be aware that if you fail to turn up to our tour( or group visit) without letting a member of the team know, you will still be charged.

### **A member of our group has mobility issues, can we still have a tour?**

If a member of your group has a mobility issue or a disability, please let us know so that we can accommodate this with the tour route. The Museum has a lift to the upper floor as well as spare wheelchairs that can be reserved for your party. Please note, we do not always have seats in all parts of the Museum, so standing for short periods of time may take place during a Guided Tour.

### **Food and Drink**

Adjacent to the Museum is our Apache Café where you can buy hot or cold food, or just a drink and cake. If you bring your own food, we have an outside picnic area where all visitors may picnic with their own provisions. No fires or barbecues are permitted.

### **Guided Tours**

#### **What is the minimum and maximum number per tour?**

The maximum number per tour group is 12 people, there is no minimum number. Please be aware that if you are a group larger than 12 that you will need to book multiple tour guides.

#### **How long is a tour?**

We recommend a tour length of approximately 1 hour, although we can adapt and offer slightly longer or shorter tours where necessary.