



FAQ's: Making a Booking

Q. What is the cost for a school visit to the National Space Centre?

A. For all our educational prices, including prices of additional activities to enhance your visit, please visit: <http://education.spacecentre.co.uk/information/prices>

Q. What information do I need when placing a booking?

A. To place a booking, we ask that you have checked coach availability for the dates you wish to visit the centre, and that you have had approval for the visit to take place as we do not accept provisional bookings.

We will require: -

- The group name,
- Address,
- Contact name
- e-mail address,
- Telephone number,
- Student and staff numbers,
- Year group attending,
- Estimated arrival and departure times
- Optional dates of availability.

Q. I have not been able to get through on the phone as they are busy. What do I do?

A. As there are only 2 members of staff on our Bookings Team, the phone lines are often busy. Therefore, we recommend that if you are unable get through on the phone please e-mail bookings@spacecentre.co.uk.

Q. What are your opening hours?

A. The National Space Centre is currently open Monday – Friday, from 10am until 4pm and weekends from 10am until 5pm during term time.

For further information on our opening hours, and holidays, please visit:

<http://www.spacecentre.co.uk/visit/times-and-prices>

Q. Can we make a pre-visit to the National Space Centre?

A. Once you have made a booking, we offer a complementary pre-visit for up to 2 members of staff for general admission to the National Space Centre, where you can spend as much time as you require looking around our galleries. If you wish to visit *before* you make a booking, then you will have to pay full adult price. If you then proceed to book a school group, we will refund this cost upon production of your ticket receipt.

Please note, that all pre-visit tickets DO NOT include a show in our Sir Patrick Moore Planetarium. This will incur an additional cost.

Q. Do I need to pre-book my school visit?

A. To guarantee entry and to take advantage of our discounted educational rate, it is essential that you pre-book your visit. If you arrive at the centre without making a school booking, you will have to pay the *full admission price for the whole of your group*, and there may not be availability for any educational programmes.

Q. Our visit has been booked verbally over the phone, what happens next?

A. Your visit has now been booked conditionally. The organiser will receive a copy of the booking confirmation letter via email. The letter must be signed and returned within 2 weeks to confirm the booking. Failure to do so may result in your booking being cancelled. Once your signed booking confirmation letter is received, we will email you confirming your visit with additional details for the day of your event.

Q. I have not received confirmation of my booking, what should I do?

A. If you have not received confirmation of your booking, please contact the Bookings Team on 0116-258-2111 to check that we have received your signed paperwork.

Q. What is the itinerary for our visit?

A. The itinerary for your visit will be stated on your confirmation letter. If you have not received this, please ask the group organiser for a copy or email bookings@spacecentre.co.uk for further information.

Your itinerary will show you the time of your allocated planetarium show and lunch slot (lunch is not provided); along with any activities you have booked such as workshops etc. The remaining time is yours to explore the galleries using the trails.

Q. Why is the cost £7.50 per child on my confirmation letter when I was quoted £9.00 plus VAT over the phone?

A. We quote £7.50 plus VAT (£9.00) over the phone as some schools prefer to know the VAT element in the price as they are able to claim this back. We recommend that you discuss this with your finance department to see if you are liable for VAT. The National Space Centre is obliged to charge VAT.

Q. My itinerary states that the finish time is 16:00 or 17:00, why is this?

A. Our closing times vary according to the time of year you plan to visit, which accounts for the stated end time. Once in the centre, there is no restriction on the amount of time you can spend looking around, up to the closing time.

Q. The number of students that are visiting has changed. Do I need to inform you?

A. Yes. Please inform us at the earliest opportunity any increase or decrease in numbers as we may not be able to accommodate you if your numbers have increased. You may also be liable for the full cost of the booking if you fail to notify us, within 2 weeks, of any reduction to your numbers. Please contact the Bookings Team on 0116-258-2111 or email bookings@spacecentre.co.uk.

Q. Can the students use annual passes?

A. Yes, the students can use annual passes for their visit if they are valid. We will need to view the annual passes prior to entrance, we recommend that teachers collect all annual passes prior to the visit to ensure that your arrival runs smoothly. Please note that a return visit with annual passes does not include entrance to our Sir Patrick Moore Planetarium or any additional educational activities such as workshops. These will incur an additional charge.

Q. Do you have your own risk assessments?

A. All of our risk assessments for educational groups can be viewed on our website here: <http://education.spacecentre.co.uk/information/risk-assessments>.

Q. I would like to apply for the bursary award scheme. How do I do this?

R. For further information, or to apply, about our Education Award Scheme, and to check availability, please contact our National Space Centre Administrator at info@spacecentre.co.uk, call 0116-261-0261 or visit our website by visiting: <http://education.spacecentre.co.uk/information/bursary-application>