



FAQ's: On the Day

Q. Is there free coach parking available?

A. Yes, we provide a free coach parking for all school and group bookings. Our coach park is located on site adjacent to the main car park and there is a pedestrian only path that leads directly down to the main entrance. You will not need to cross any roads and will be met at the coach park by a member of our Space Crew who will brief your group upon arrival.

Q. Are all staff DBS checked?

A. All staff employed by the National Space Centre are regularly DBS checked (formally CRB).

Q. How long does a visit last?

A. There are no timing restrictions during our [opening hours](#) and you are able to explore the centre freely during your visit. However, we do recommend that you allow at least 3-4 hours for your visit.

Q. Will we have a time to visit the gift shop?

A. You are allocated a timed slot in our Cargo Bay that fits around your schedule. This is allocated by our Duty Managers *on the day* of your visit and you are told your timings upon your arrival.

Q. Do you provide an area for us to eat lunch?

A. Our Bookings Team will allocate you an area to eat your packed lunches (*please note, food is not provided*) and this will be on your **booking confirmation letter**. You are allocated 30 minutes to eat your packed lunch, and it is important that you keep to this schedule to help us and other visiting groups.

Q. Do you offer a tour around the galleries?

A. We do not offer tours around our gallery area as the centre itself is self-guided. We do have members of staff situated in each area to assist you should you require it. Downloadable trails are also available [via our website](#).

In certain circumstances, we may be able to offer touch tours for those with additional needs who cannot easily access our gallery content. This is only available on certain dates and must be pre-booked.

Q. Is there a particular route we should take whilst exploring the galleries?

A. There isn't a particular route to explore the galleries; they can be explored in any order. However, we recommend that you download one of our [gallery trails](#) to focus your group to look at specific areas that may be of interest to you.

Q. How many supervisors should we bring on our visit?

A. The expected number of supervisors that your group brings to look after your students depends on the age of the students.

- Nursery and reception children, 1 free adult for every 3 children.
- Years 1 – 4, 1 free adult for every 5 children.

- Years 5 and above, 1 free adult for every 10 children.
- If you bring more than the recommended amount, you will be charged for any additional supervisors.
- Carers will be allocated to those needing 1:1 care.

For further information on our prices, please visit:

<http://education.spacecentre.co.uk/information/prices>

Q. Do you have anywhere to store student bags and coats?

A. Unfortunately, we do not have the capacity to store your school bags and coats. However, we can store your lunch bags in numbered trollies which are provided for each school upon arrival. These are kept safe until your allocated lunch slot. We recommend asking the coach company if they mind storing your bags and coats for the duration of your stay.

Q. Do you have worksheets or trails for the students to complete?

A. We have Gallery Trails available to download and print via our website. They are suitable from Early Years to Key Stage 4 and are on various areas that can be found around the centre. Please [click here](#) to see our Gallery Trails.

Q. What happens if a student is unable to attend on the day of our visit, are we still charged for this student?

A. For all educational groups we **only** charge you for the number of students that attend on the day, unless there is a significant decrease in numbers with groups of 75 students and above, and we have not been previously informed. We ask for your final numbers on the day and you will be invoiced for the amount stated.

Q. Is there anything else I might need to think about for my visit?

A. For any further information regarding your visit, please [click here](#):

Q. When you book a workshop, do you get entrance included in the price?

A. The cost of a workshop **does not** include entrance to the Galleries and Sir Patrick Moore Planetarium unless otherwise stated. For further information on our interactive workshops, please [click here](#).

Q. What happens if our group is running late on the day of our visit?

A. If your group is running late, please contact the Bookings Team as soon as possible, on 0116-258-2111, and let them know your new estimated arrival time. If this affects your schedule for the day, we will endeavour to rearrange your timings for you, but this cannot be guaranteed.

Q. Do you have any toilets located in the exhibition space?

A. We have 2 sets of toilets located in the Centre. One is beside our gift shop; and the other is at the back of our Live Space Gallery. Each set of toilets also contains a disabled toilet and a baby changing area.

Please see the attached map for further information regarding the toilet locations.

Q. How do we use the weather pod?

A. Our Weather Pod is free to use for school groups and is in our 'Orbiting Earth' Gallery. To operate the Pod you need to scan the barcode of your tickets and follow the on screen instructions. Your Weather Report presentation is then aired on the 2 big screens outside the Weather Pod.

At this point you have the option to **share your video at the Share Station** on Twitter, on Facebook, or send it to your own e-mail address.

By uploading the video to social media, you agree to the National Space Centre's Terms & Conditions.

Q. Do we get to choose what show we watch in the planetarium?

A. We have several options available which you may book, depending on the year group you are bringing. If you would like to request a different one that you feel is more suited to your key stage please inform the Bookings Team, otherwise you will be booked into Astronaut. Please note that Planetarium options are subject to availability: some may incur an additional cost, such as Night and Day or Tour of the Night Sky. Please see our [prices](#) page for details.

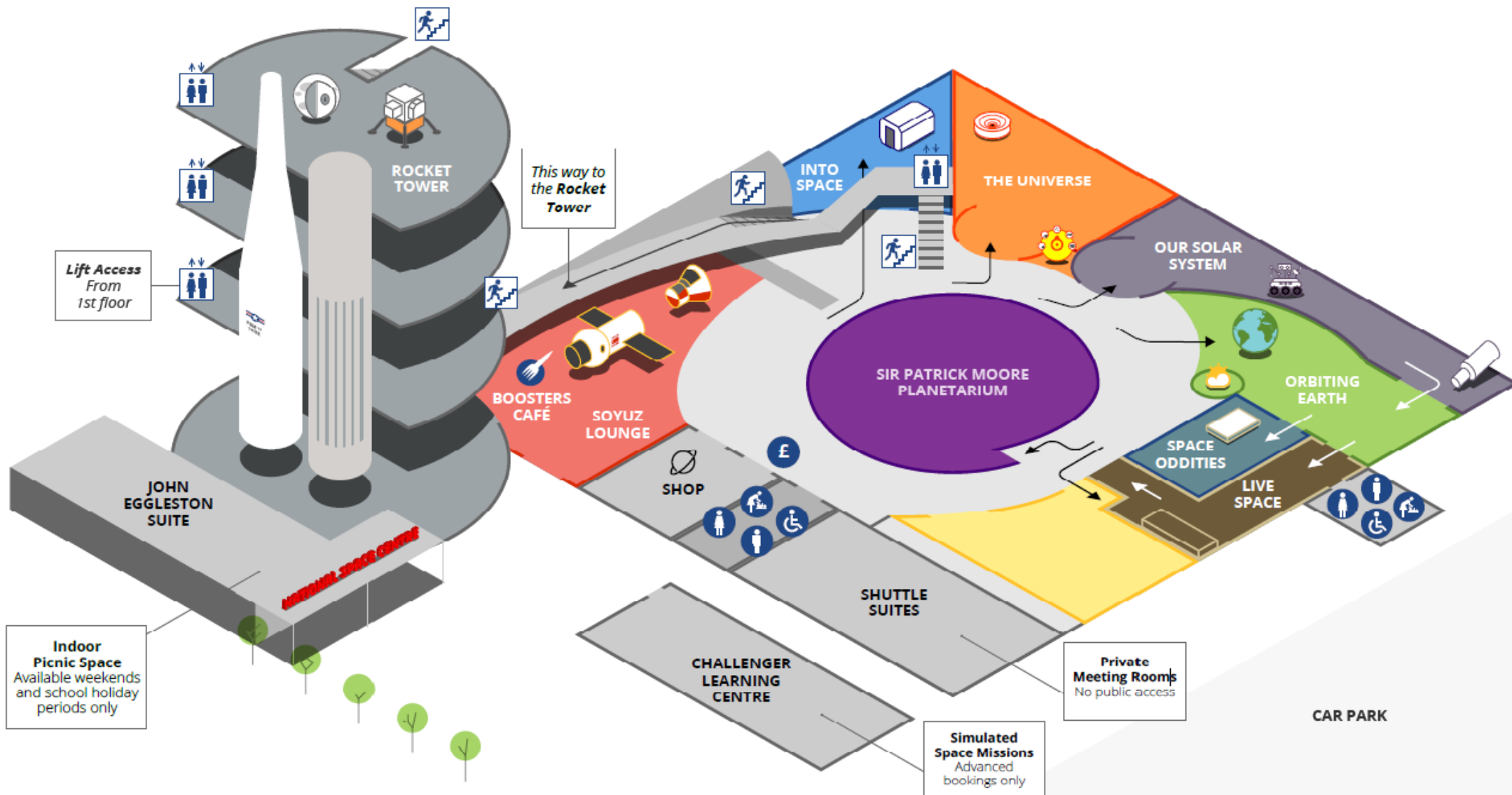
Q. Can we book educational activities on the day?

A. You must not only pre-book your visit but also any additional educational activities you would like.

We cannot guarantee availability for an educational activity if you have **not** pre-booked as we only have limited space and presenter availability.

Q. Is our lunch slot and planetarium show booked exclusively?

A. As we have many school groups wishing to visit the National Space Centre, we are unable to guarantee exclusive hire for your allocated lunch slot or planetarium show. Please note that in each lunch slot, we can accommodate up to 252 people, and 192 people in each planetarium show.



SOYUZ LOUNGE
Enjoy a coffee and chat with friends in our front of house area under this imposing Soviet artefact.

SIR PATRICK MOORE PLANETARIUM
When you buy a ticket to the National Space Centre you will also be able to see one of our award-winning planetarium shows at no extra cost.

INTO SPACE
Come face to face with astronauts, spacesuits and our journey into space.

EXPLORING THE UNIVERSE
Explore the wonders of our Universe. Discover the science behind the Search for Extra Terrestrial Intelligence (SETI), take a trip through a wormhole and watch the Big Bang.

THE PLANETS
Walk through the gallery and stop off at Mercury, Venus, Mars, Jupiter, Saturn, Uranus and Neptune.

ORBITING EARTH
Satellite navigation, weather forecasting and understanding the changes to our planet are all explored in the Orbiting Earth Gallery.

SPACE ODDITIES
The unusual objects on display here reveal some of the less well known stories in space history.

ROCKET TOWER
The iconic Rocket Tower is home to Blue Streak and Thor Able rockets, as well as the Gagarin Experience, Apollo Lunar Lander and real Moon Rock.

LIVE SPACE
Find out the latest news from our Solar System to the outer reaches of the Universe.