



FAQ's: Making a Booking

Q: What is the cost for a group visit to the National Space Centre?

A: Prices for your visit depending on group numbers, the type of group, if you are visiting for a specific event or the including of enhancements on your visit. For up to date prices and an information about what we offer, please visit:

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

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

A: Before placing a booking, please ensure you have checked coach availability for the dates you wish to visit the centre, and you have had approval for the visit to take place, as we do not accept provisional bookings.

To enquire about a visit, please fill out the contact form on our website, or by following this link: <http://education.spacecentre.co.uk/contact>

The information we require is as follows:

- The group name
- Address
- Contact name
- Email address
- Telephone number
- Student and staff numbers
- Age group of those attending
- Estimated arrival and departure times
- Dates of availability

Q: I have not been able to get through on the phone as they are busy, what do I do?

A: There are only two members of staff on our Bookings Team, and so the phone lines are often busy. In this scenario, we recommend emailing the bookings email:

bookings@spacecentre.co.uk

Q: What are your opening hours?

A: The National Space Centre is currently open Monday - Friday, from 10am until 4pm (term time), and on weekends we are open from 10am until 5pm. Please note we do not accept school bookings during half terms, holiday periods and weekends.

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

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

Q: Can we conduct a pre-visit to the national space centre?

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

Please note, 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: We highly recommend you book in advance. Booking in advance guarantees entry, and allows you to take advantage of our discounted educational rate. We are often sold out for educational groups for most days, and so without a booking we cannot guarantee access to the planetarium or lunch space, or presenter availability for additional activities.

If you arrive without a booking, you will have to pay the *full admission price for your entire group*. If we do not have the capacity for you, we may turn you away.

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 organiser will receive a copy of the booking confirmation letter via email. This letter must be signed and returned within 2 weeks to confirm the booking, as per our terms and conditions. Failure to do so may result in your booking being cancelled. Once your signed booking confirmation 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 booking, what should I do?

A: If you have not received confirmation of your booking, please contact the Bookings Team on 0116-258-2111, or email the bookings team at bookings@spacecentre.co.uk

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 you have stated you aim to arrive for, the time of your allocated planetarium show and lunch slot (lunch is not provided); along with any activities you have booked, such as workshops. Any times not stated on the letter is free time to spend exploring the galleries.

Q: Why are there differing costs for your prices?

A: We quote our prices without VAT (e.g. £10.00+VAT - £12.00) as some schools prefer to know the VAT as they are able to claim this back. We recommend you discuss 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 depending on the time of year you visit, which accounts for the stated end time. Once in the centre, there is no restriction on how long you can spend looking around, up until the closing time.

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

A: Yes. Please inform us at the earliest opportunity of 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 in numbers. Please contact the Bookings Team on 0116-258-2111 or via email at 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 see them prior to entrance, and so we recommend teachers collect all annual passes prior to the visit to ensure your arrival runs smoothly. If you are aware of annual passes prior to your visit, please let us know as soon as possible so we can recommend the best course of action for using them. Please note that the planetarium is not included in annual pass visits, and so will come at an additional cost, as do additional educational activities such as workshops.

Q: Do you have your own risk assessments?

A: A generic risk assessment is sent along with your booking confirmation letter and other documentation about your visit. All our risk assessments can be found on our website following this link: <http://education.spacecentre.co.uk/information/risk-assessments>