



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. There is a pedestrian only path that leads down to the main entrance. You do not need to cross any roads. A member of our Space Crew team will meet you at the coach park and brief your group, on your coach, upon arrival.

Q: Are all staff DBS checked?

A: Yes, 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 beyond our opening hours (10am-4pm Monday-Friday term time, 10am-5pm weekends, holidays and half terms). You may explore the centre freely during your visit; we recommend a minimum of 3-4 hours for your visit.

Q: Will we have time to visit the gift shop?

A: You are allocated a time slot in our gift shop that fits around your schedule. This is allocated *on the day* of your visit and you will be told your timings upon 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. It is important you keep to this schedule to help both 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: [Education | Resources \(spacecentre.co.uk\)](http://spacecentre.co.uk)

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. We do have resources that can help you focus on specific areas that may be of interest to you, which can be found here: [Education | Resources \(spacecentre.co.uk\)](http://education.spacecentre.co.uk)

Q: How many supervisors should be 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 per 3 children
- Years 1 - 4; 1 free adult per 5 children
- Years 5 and above; 1 free adult per 10 children
- Scouting and guiding; 1 free adult per 8 children
- If you bring more than this allocation, 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 school bags and coats. We do offer space to store lunches, 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 a number of resources to download and print via our website, ranging from suitable for Early Years to KS4, covering a variety of topics found around the centre. Please find more information here: [Education | Resources \(spacecentre.co.uk\)](http://education.spacecentre.co.uk)

Q: What happens if a student is unable to attend on the day of the 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 follow this link: [Education | Information \(spacecentre.co.uk\)](https://spacecentre.co.uk/education)

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 follow this link: [Education | Activities \(spacecentre.co.uk\)](https://spacecentre.co.uk/education-activities)

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, however this cannot be guaranteed.

Q: Do you have toilets located in the exhibition space?

A: We have 2 sets of toilets located in the Centre. One is beside our gift shop, the other at the back of our Live Space Gallery. Each set of toilets also contains a disabled toilet and a baby changing area. Please refer to our map at the end of this document for further information regarding toilet locations.

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 our presenter-led shows. Please see our prices page for more information: [Education | Prices \(spacecentre.co.uk\)](https://spacecentre.co.uk/education-prices)

Q: Can we book educational activities on the day?

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

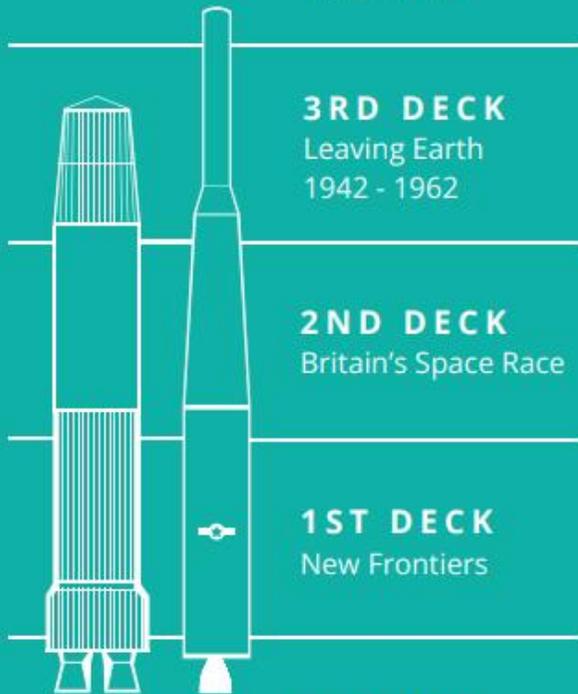
We cannot guarantee availability for an educational activity if you have not prebooked as we only have limited space and presenter availability.

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, for a lunch slot, we can accommodate up to 235 people, and 192 people in each planetarium show.

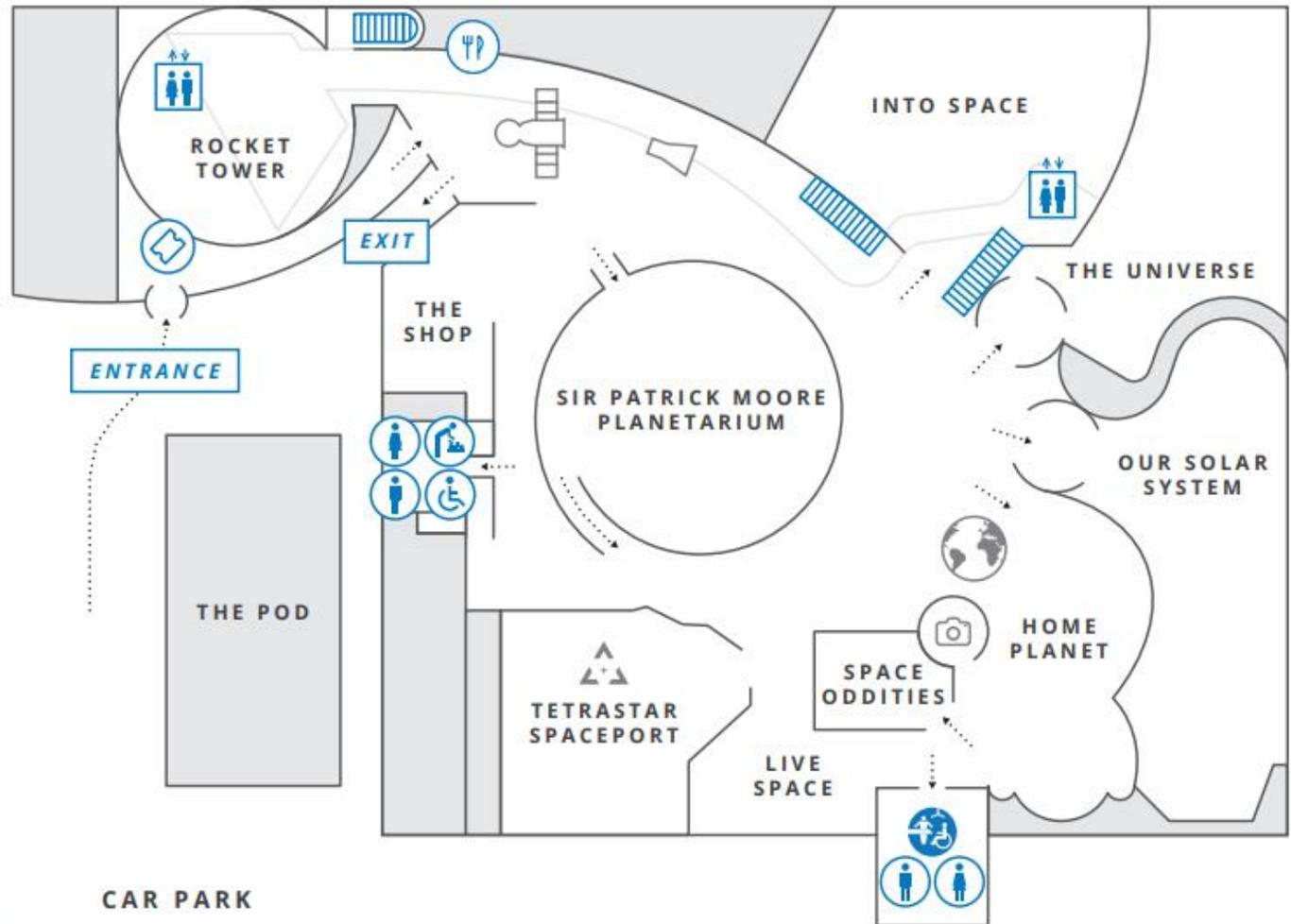
DECKS 1 - 4 ROCKET TOWER

Access via walkway
from Into Space



GROUND FLOOR
Boosters Cafe

GROUND FLOOR



KEY



Stairs



Tickets



Toilets



Baby Changing Facility



Lifts



Boosters Cafe



Changing Places Toilet
Access via pin code, please ask a member of staff.