



Frequently Asked Questions

Buying tickets in advance - IWM Duxford, 2014

1. Why should I buy tickets in advance?

There are a variety of reasons. You can save money if you buy your air show tickets and hospitality passes in advance. You can also take advantage of our special offers, for example our air show free child ticket offer. Spaces for certain talks and tours are strictly limited and available only through advance purchase, while group tickets for air shows can only be bought in advance. Some of our visitors also like to give tickets as gifts, which buying in advance lets them to do.

2. What can I buy tickets for in advance?

You can buy tickets for general admission to the museum, for events (such as the Military Vehicle Show), for selected talks and tours and for air shows (including Silver and Gold hospitality passes where available). Please note that we do not sell gift vouchers or open-ended tickets.

3. How can I buy tickets in advance?

The quickest way to buy tickets is online at iwm.org.uk. You can also call the Box Office on 01223 499 353. The Box Office is open Monday to Friday, 9am to 5pm, excluding bank holidays and other public holidays.

4. How much do I save when buying tickets in advance?

For air shows, you will save 10% when buying tickets in advance. In addition, you will receive a free child ticket with every adult ticket bought in advance for the D-Day Anniversary Air Show and The Duxford Air Show. (The free child ticket is not available for the Flying Legends Air Show).

Prices for Silver and Gold hospitality passes will be held at 2013 prices until 31 December 2013. Thereafter, there is no discount. Please note that there is no air show Early Bird offer for 2014.

Prices for general admission, special events, talks and tours are the same whether you buy in advance or on the day of your visit.

5. Is there a limit to the number of tickets on sale?

Generally, there is no limit to the number of tickets on sale for general admission, events and air shows. Certain tours and talks have a limited number of tickets available according to pre-determined group sizes or the capacity of our lecture theatre. The number of Silver and Gold hospitality passes available will vary by air show.

6. Do you charge a booking fee?

No. We will not charge you a booking fee or any kind of handling fee for buying tickets in advance.

7. Can I buy air show tickets in advance from the Visitor Centre?

No. It is not possible to buy discounted tickets in person at any time prior to your visit or before an event. Tickets can only be purchased in advance by visiting iwm.org.uk or by calling the Box Office.

However, once the Off Sale date has passed, the only possible way to buy tickets is in person on the day of the event. (Tickets can be bought from any museum entrance on the day of an event.)

8. What do you charge for postage?

For UK delivery we offer a choice of Recorded or Special Delivery. Both services require a signature upon delivery. (Special Delivery is Next Day, but is not available for weekend delivery.) There is a single charge for international delivery; this service also requires a signature upon delivery.

All three options include tracking to help us ensure your tickets reach you safely. Note that international orders must be tracked by the customer once the tickets leave the UK.

UK Recorded Delivery	£3.00
UK Special Delivery	£6.50
International Delivery	£8.00

9. Can I collect my tickets upon arrival?

No. We do not offer a box office collection facility. Tickets are either posted to you in advance or, where available, you will be provided with an e-ticket.

10. What is an e-ticket?

Our e-ticket is an electronic ticket. Once your order is complete we'll send you an email confirming the details, which will include your booking reference number. Bring a copy of the email with you when you visit and our staff will check your booking reference number to confirm the validity of the booking. (You can either print out a copy of your email or bring a digital copy of the email on your smartphone or tablet.)

Please note that we do not provide e-tickets for air shows and special events. All tickets for air shows and special events will be posted to you in advance. Allowing time for tickets to arrive by post is how we determine our off-sale dates.

11. What are the Off Sale dates for 2014?

The Off Sale date is the last date that tickets will be available for purchase in advance. For international delivery (and for Christmas) you can still purchase tickets after our recommended last booking date but there is no guarantee that you will receive the tickets in time for the event. We do not issue duplicate tickets in the event your tickets do not arrive in time. Please see the table at the bottom of this document for our 2014 Recommended Last Booking and Off Sale dates.

12. Does IWM Duxford participate in Gift Aid?

Yes, IWM Duxford is able to claim gift aid where applicable (usually on general admission only). For general admission (only) the price of your ticket also includes a voluntary donation. By making a donation, you will be making a valuable contribution to the care and conservation of this historic site. Furthermore, if you are a UK taxpayer, your donation will enable us to claim Gift Aid on your entire admission payment (worth an additional 25p to the Museum for every £1 you pay).

You can choose not to make a voluntary donation when buying tickets online; scroll down and select the 'excluding donation' tickets you require. When buying tickets in person, please let staff know if you do not wish to include the voluntary donation.

13. Can I use my Tesco Clubcard Vouchers to buy tickets in advance?

No. Tesco Clubcard Vouchers cannot be used to purchase or part-purchase tickets in advance. Note that Tesco Clubcard Vouchers are ONLY valid for general admission and cannot be used to buy tickets for events (such as the Military Vehicle Show), for talks and tours or for air shows.

14. My tickets have got lost in the post – what do I do?

All tickets for air shows and special events will be posted to you in advance, and we use a signature-on-delivery tracking service to ensure your tickets reach you. If you believe your tickets have been lost in the post please contact the Box Office as soon as possible. Please note that we are unable to track 'lost' tickets that were posted more than six months ago.

15. Can I exchange my tickets or get a refund?

No. You are unable to exchange or cancel your tickets once purchased. Please take care to ensure you book the correct number of tickets for the correct event on the correct date.

We do not issue duplicate tickets in the event your tickets do not reach you in time or if you have subsequently lost them.

Note that each ticket is valid on a specific date only (which is printed on the ticket) and cannot be transferred to another date for the same event (for example, swapping a Saturday for a Sunday) or to a different event. We do not sell 'open-dated' tickets – you must select a specific event and a specific date when purchasing any ticket.

16. What happens if an event is cancelled?

If an event is cancelled you will receive a full refund for your tickets and any postage charges.

17. Can I book for more than one event at a time?

Events fall into one of two groups. You can buy tickets for more than one event providing it is in the same group. If you wish to buy tickets for events within both groups, please contact the Box Office.

Group One

- Daily Admission
- Guided Tours
- Lecture Days

Group Two

- Special Events
- Air Shows
- Air Show Hospitality Passes

To book tickets for more than one event within the same group, click on the 'Buy More' button.

18. Do I need to bring any proof of entitlement with me?

Yes. If you purchase concessionary-rate tickets (for example, Senior or Student) you must be able to provide evidence of your entitlement to that rate when you arrive.

19. How secure is your website when paying by debit or credit card?

All debit and credit card payments made online or over the telephone are processed in accordance with the Payment Card Industry Data Security Standards (PCI DSS). Your debit and credit card payments are processed by an approved PCI DSS payment provider and IWM does not store or have access to any card information that you provide.

20. How do you use and store my personal data?

IWM (Imperial War Museums) is committed to protecting your privacy. In doing so we comply with both the Data Protection Act and the Privacy and Electronic Communications Regulations. We use the information we collect about you to process orders and to provide a more personalised service. If you sign up to our eNews we may also use it to tell you about changes in our services, future events

and developments, or about special offers we think you'll find of interest. You can view our full Privacy statement at www.iwm.org.uk/corporate/privacy-copyright

21. Who do I contact if I have a question or query?

Please contact the IWM Duxford Box Office by email at boxoffice@iwm.org.uk, or by telephone on +44 (0)1223 499 353.

The Box Office is open Monday to Friday, 9am to 5pm, excluding Bank holidays and other public holidays.

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22. 2014 Recommended Last Booking and Off Sale Dates

Event and Date	Recommended last booking date for international delivery	Off Sale Date (Last booking date for UK delivery)
Christmas, 2013	Tuesday 3 December 2013	Friday 13 December 2013
Air Shows		
Spring Air Show – 24, 25 May	Friday 9 May 2014	Tuesday 13 May 2014
Flying Legends Air Show – 12, 13 July	Friday 27 June 2014	Tuesday 1 July 2014
The Duxford Air Show – 13, 14 September	Friday 29 August 2014	Tuesday 2 September 2014
Special Events		
Military Vehicle Show – Sunday 15 June	Friday 30 May 2014	Tuesday 3 June 2014
Spitfires, Merlins and Motors – Saturday 26 July	Friday 11 July 2014	Tuesday 15 July 2014
Showbus – Sunday 21 September	Friday 5 September 2014	Tuesday 9 September 2014
Other		
Daily Admission, Guided Tours, Lecture Days	(online, up to midnight the night before)	(online, up to midnight the night before)

Ends.