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## Group Visits Information

### About the Museum

CNAM has been in existence in its present form for over 40 years. We are a charity, dedicated to the preservation of all aspects of the Military and Civil Aviation history of Norwich and Norfolk. The museum is almost entirely run by volunteers and relies on public support for its continued existence. Group visits are organised and staffed by volunteers who are passionate about aviation and have a wealth of knowledge to share.

### Which Types of Group Can Visit?

The museum welcomes group visits from **all** types of clubs, societies and informal groups as well as youth organisations including, Schools (both primary and secondary), Scouting / Guiding groups, and Air Cadets.

Whatever type of Group you have you are welcome to visit us and enjoy a great day out exploring our unique collection of military and civil aircraft and cockpit sections, together with indoor displays showcasing Norfolk's aviation history. School groups from primary school age upwards may like to plan a visit as part of their study of the Second World War, Cold War, Military History, Engineering or Science.

A museum risk assessment and copy of Public Liability Insurance are available upon request.

### When Can Groups Visit?

Group visits are welcome at any time the Museum is open to the public. Please see our website or call the museum office to check opening times. Visits outside of normal public opening times, including evenings, can sometimes be arranged but, due to volunteer availability, access outside of normal opening can't be guaranteed and we encourage groups to visit during normal opening times if possible.

### Discounted Group Admission Rates and Payment

Group admission for adults (age 17 to 64), seniors (over 65) and other concessions (disabled, serving / former services, blue lights etc) are charged at **£1 discount** on the published entry charge per person. (Check website for latest standard admission prices)

Admission rates for young people (age under 17) from all school / youth groups are charged at **£1.00 discount** from the published child entry charge per head. Adults from your organisation are responsible for supervision of children at all times during your visit.

We expect that a **minimum of one supervising adult** (age 18+) will be in attendance **for every five children**. One adult will be admitted without charge for every five paying children. Any additional adults will be charged at a £1 discount from the Adult or Concession entry fee applicable at the time of visit.

For Schools and other recognised organisations, we will normally invoice the full cost of your visit within 48 hours following each visit. Payment by BACS (bank details are on the invoice) or by credit card over the phone will be expected within 7 days of the invoice date.

By prior agreement only, we can accept payment by cash or card (preferred) at the time of your visit. Cheques will only be accepted in exceptional circumstances, by prior agreement, and on the understanding that an additional administration fee may be charged at the discretion of the Museum Trustees. Any cheques should be made payable to 'The City of Norwich Aviation Museum'.

### **Group Sizes**

The minimum size of group to qualify for discounted entry is normally 10 people. However, exceptions may be made in certain circumstances e.g. veterans or their families with a particular connection to Norwich. If you are looking to bring a group of less than 10 people, please contact us to discuss your specific circumstances.

The maximum number of young people we can accept on a single **School / Youth** organisation visit is **35 plus supporting adults**. The supervision of young people is the sole responsibility of the visiting organisation at all times during any visit. Museum staff / volunteers will at no time be responsible for the direct supervision of visiting young people. It is therefore essential that visiting organisations bring sufficient supervising adults on all visits.

**Important Note:** The Museum expects one supervising adult to attend for every five visiting young people (see above in Admission Rates). The Museum reserves the right to decline any booking where the number of adult supervisors is expected to be below this level. **If this may apply to your group, please contact us to discuss the situation.**

The maximum number of participants for adult groups is normally 35, but large groups may occasionally be accepted subject to prior agreement.

### **Aircraft Admission (Supervised)**

For a small additional fee of £3.50 for adults and £2.50 for children, and subject to volunteer availability, pre-booked groups may have the opportunity to go inside one of the Museum's larger aircraft; normally our Nimrod MR2 maritime patrol aircraft, Avro RJ85 Airliner or the Vulcan Cold War bomber.

Access to the Nimrod and RJ85 is by airport type passenger steps. Access to the Vulcan requires the climbing of two ladders. There is no ramp / wheelchair access to any of the aircraft. For primary schools or other groups where the majority of participants are age 12 or under, we only offer onboard admission to the RJ85. Children are, however, allowed to sit in the pilot's seats on this aircraft. Admission to the Vulcan is normally only available to adult groups.

Requests for aircraft admission should be made in the appropriate section of the Group Visit Booking Form. If this has not been requested in advance, regrettably, it may not be possible to accommodate aircraft admission "on the day".

While onboard any of the aircraft visitors will be under the supervision of one or more experienced volunteers, who have an in-depth knowledge of the aircraft and can explain its history and operation. No unsupervised admission is permitted.

### **Exploring the Museum**

Visits through the museum are usually self-guided, although volunteers are normally available to interpret exhibits and answer questions. Personalised tours or talks may be available by special request and in these circumstances a donation to museum funds may be requested. Please contact us to discuss any special requests.

We have a range of activities which can be provided for School / youth groups including a quiz / treasure hunt around the museum and aircraft identification sheets. We can also supply a range of table-top activities. These are all provided free of charge. Where possible, and given sufficient prior notice, we may be able to provide additional activities tailored to specific lessons or elements of a school's curriculum. Please make us aware of any such requests when first enquiring about a visit.

All areas of the museum are accessible to disabled visitors but it should be noted the surface of the car park is gravel and the surface of the aircraft park is grass.

As the aircraft park is outdoors, please ensure that all members of your group dress appropriately for the weather. In Autumn and Winter warm clothing and waterproof footwear are strongly recommended. On sunny days in Summer remember hats and sun cream.

It is recommended that you allow at least 2 hours for your visit with longer advised for full visit, especially if going onboard one of the aircraft.

### **Catering Facilities**

The Museum has a tea room which offers a wide range of hot and cold drinks, cold snacks (including sandwiches and filled rolls), cakes and confectionary. We do not offer any hot food. Groups are welcome to bring their own lunches to enjoy either indoors or at our outdoor picnic area, which offers views of aircraft flying from Norwich Airport.

### **Other Facilities**

Other facilities include free car and coach parking, toilets (including accessible and baby change facilities), and a gift shop selling a wide range of aviation related books, models and souvenirs.

### **Further Information / Booking**

For further information, please email [groupvisits@cnam.org.uk](mailto:groupvisits@cnam.org.uk) or phone the Museum office during public opening hours on 01603 893080

To book a visit please complete and return a Group Booking Form (available via the above contacts) to [groupvisits@cnam.org.uk](mailto:groupvisits@cnam.org.uk)

We hope to see you soon!