

Duxford Air Shows FAQs 2019

Air Show FAQs

All tickets are advance bookings only. Tickets are not available on the day of the Air Show.

Tickets

What happens if I arrive at the air show without a valid ticket?

You can only access the Air Shows with a valid ticket which has been purchased in advance. You cannot gain access without a ticket and it is not possible to buy a ticket on the day.

If you are planning to park on site you will also need to purchase a parking permit in advance. Parking permits are not available to purchase on the day and are limited in number so we recommend that you purchase parking as early as possible.

Where can I purchase Air Show tickets?

Tickets for the Air Shows are available from our website www.iwm.org.uk Air Show tickets are advance bookings only and tickets will come off sale at 23:59 the day before the event day or when advanced tickets reach our capacity.

Customer service contact information is:

- Duxford Air Festival in May, phone Ticketmaster on 0844 453 9077 or for groups phone 0844 844 2121. For further information and support please see the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge.
- Flying Legends in July, phone IWM on 020 7091 3043 or use our [Contact us](#) page
- Battle of Britain in September, phone IWM on 020 7091 3043 or use our [Contact us](#) page

Coaches/Large Motor Homes (RVs)

Coaches and RVs must pre-book a non-refundable coach parking permit as early as possible in order to reserve a coach space. Coach groups are also required to book a minimum of 20 tickets at the same time as purchasing their parking permit; these are also non-refundable. Coach groups can then call back to add the remaining ticket requirements up to 2 weeks before the date of the Air Show. Coaches without a pre-booked a space will be turned away.

To book a coach space for:

- Duxford Air Festival in May, phone Ticketmaster on the groups line 0844 844 2121. You can also email groups@ticketmaster.co.uk There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge
- Flying Legends in July, phone IWM on 020 7091 3043 or use our [Contact us](#) page
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The name printed on my tickets is not the name of the person who will be using them on the day, is this a problem?

The ticket has a unique barcode that will be scanned on the day and therefore the tickets can be used by anyone in your group. Tickets are not re-saleable.

I've lost my ticket/e-confirmation. How do I get my tickets re-sent?

If you have lost your e-confirmation please follow the below contact information:

- Duxford Air Festival in May, phone Ticketmaster on 0844 453 9077 or for groups phone 0844 844 2121. For further information and support please see the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge
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Can I get my money back if it's raining on the day?

In the event of an Air Show being cancelled for any reason, including weather-related circumstances, tickets are non-refundable and non-transferable. All flying is subject to weather conditions and aircraft serviceability.

How do IWM Premium Members book their discounted Air Show tickets?

If you are an IWM Premium member you are able to purchase discounted tickets for our Air Shows.

For The Duxford Air Festival this can be done online here: https://www.iwm.org.uk/events/duxford-air-festival-2019#info_listing_21394 by clicking on 'Have an Access Key?' and then inputting your IWM Membership access key.

Alternatively to purchase Premium Membership tickets for the Duxford Air Festival please call Ticketmaster on 0844 453 9077 or use the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge

Please note that Duxford Air Festival tickets in May are not available via the IWM Membership portal.

For Flying Legends in July and Battle of Britain in September Premium membership tickets can be purchased via the IWM Membership portal [here](#).

Standard IWM Members are not entitled to discounted tickets.

What ticket types are IWM Premium Members entitled to?

IWM Premium Members are entitled to discounted standard Air Show tickets. This includes Early Bird tickets (for May and September).

Booking an 'Experience' ticket

Family Experience

What does the Family Experience include?

The Family Experience includes:

- Air Show admission (which includes general admission to IWM Duxford and all exhibitions)
- Use of a private hospitality marquee with exclusive toilets (from 9am)
- Outdoor seating enclosure on the Flightline enclosure - an opportunity to see the participating aircraft close up on the taxiway (AM only)
- Unreserved picnic tables and chairs to use as your 'base' for the day
- Exclusive children's activities
- Cash bar
- 15% discount in the museum shop outlets on the day, on production of your Wristband
- Complimentary WI-FI

Does the Family Experience include access to the Flightline Walk?

The Flightline Walk is not included in the Family Experience.

Can I upgrade my standard Air Show ticket to Family Experience on the day of the show?

Upgrades are subject to availability on the day. Please ask a member of staff for details and availability.

Can disabled customers bring a free carer into the Family Experience?

Disabled persons are entitled to bring one free carer with them and will need to book a free carer ticket.

Gold Experience

What does Gold Experience include?

Gold Experience includes:

- Priority VIP on-site parking (open from 8am access subject to traffic flow – early arrival recommended)
- Air show admission (includes admission to the museum and all exhibitions)
- Use of a private hospitality marquee with luxury toilets (from 8am)
- Outdoor seating enclosure on the Flightline
- Unreserved garden picnic furniture
- Exclusive Flightline Walk access directly from the Gold Experience enclosure - an opportunity to see the participating aircraft close up on the taxiway (AM only)
- Air show programme
- Unreserved dining tables
- Pay on the day food court offer, only available to Gold Experience ticket holders
- A complimentary tea, coffee or soft drink on arrival
- 15% discount in IWM shop outlets on the day, on production of your Gold experience badge

Can I upgrade my standard Air Show ticket to Gold Experience on the day of the show?

Upgrades are subject to availability on the day. Please ask a member of staff for details and availability.

I have booked Gold Experience and want to add lunch; how can I do this?

The lunch offer has changed for 2019. You have the option of dining from our Food Court offer, or bringing your own picnic. There will also be a light breakfast option available to purchase from the bar on arrival and an afternoon tea. This cannot be booked in advance.

I am a disabled visitor and have booked a Gold Experience ticket. Am I entitled to a free carer?

Disabled visitors are entitled to bring a free carer however, they will still need to book a free carer ticket. This can be done using the following contacts:

- Duxford Air Festival in May, phone Ticketmaster on 0844 453 9077 or for groups phone 0844 844 2121. For further information and support please see the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge
- Flying Legends in July, phone IWM on 020 7091 3043 or use our [Contact us](#) page
- Battle of Britain in September, phone IWM on 020 7091 3043 or use our [Contact us](#) page

I booked Gold Experience and forgot to add free parking; how do I do this?

Gold Experience (VIP) parking is subject to availability. To enquire whether parking is still available, please use the following contact information:

- Duxford Air Festival in May, phone Ticketmaster on 0844 453 9077 or for groups phone 0844 844 2121. For further information and support please see the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge
- Flying Legends in July, phone IWM on 020 7091 3043 or use our [Contact us](#) page
- Battle of Britain in September, phone IWM on 020 7091 3043 or use our [Contact us](#) page

Where is the Gold Experience Parking?

Gold Experience parking is situated on site via the main visitor entrance. On arrival please follow the signs to the Gold/VIP parking area. Gold Experience parking is subject to availability.

When will I receive my Gold Experience entry pass?

Gold Experience tickets will need to be purchased in advance. You will be able to collect your Gold Experience entry passes from the Gold Experience marquee on the day of the Air Show.

Where should I go on arrival at IWM Duxford for Gold Experience?

On arrival by car, please follow the Gold/VIP signs and head towards the Visitor Centre to be checked in. Please look for the Gold Experience banners and staff for fast track entry.

If arriving by bus from Cambridge, please head towards the Visitor Centre to be checked in.

If arriving by bus from Royston, please head towards the kiosk to be checked in.

What time does Gold Experience open?

Gold Experience opens at 8am and closes at 6pm.

Where is the Gold Experience marquee located?

The Gold Experience Marquee is located opposite Hangar 3 (the area will be referred to on the site plan as the Historic Zone). Please look out for the Gold Experience flags.

Where do I collect my free Gold Experience Air Show programme?

This will be issued upon arrival at the Gold Experience marquee along with your entry pass.

Do I get a free drink with Gold Experience?

All Gold Experience Customers will receive a free tea, coffee or soft drink. Further refreshments and lunch can be purchased within the enclosure during the day.

Can I bring a picnic into the Gold Experience marquee?

The lunch offer has changed for 2019. You have the option of dining from our Food Court offer, or bringing your own picnic. There will also be a light breakfast option available to purchase from the bar on arrival and an afternoon tea. This cannot be booked in advance.

Can I smoke in the Gold Experience enclosure?

Smoking is not permitted in the Gold Experience; this includes the outside seating area.

How do I get access to the Flightline Walk from the Gold Experience marquee?

There is a designated entrance from the Gold Experience enclosure onto the Flightline Walk.

Can I store my belongings in the Gold Experience marquee?

We are unable to store your belongings/luggage onsite. Please keep your belongings with you at all times and report any suspicious items to a member of staff or the police. Items must not be left unattended as these will be removed by security staff.

Can I take photographs in the Gold Experience enclosure?

You are allowed to take photographs in the Gold Experience enclosure; however, please stand behind the seating area so as not to obscure other people's view.

[Grandstand Experience](#)

What does the Grandstand Experience include?

The Grandstand Experience includes:

- Outdoor seating enclosure on the Flightline Walk
- Allocated seat throughout the day – note that seats are allocated on arrival
- Exclusive toilet facilities

Can I upgrade my standard Air Show ticket to a Grandstand Experience on the day of the show?

The Grandstand Experience has a fixed capacity so we recommend that you book in advance, as we cannot guarantee that there will be availability on the day. **Visitors must have a valid air show ticket in addition to their Flightline Walk ticket.**

How will the seating be allocated?

Seating will be allocated on the day, on a first come first served basis, but the seat will be allocated to each Grandstand ticket holder for the remainder of the day. You will need to show your tickets at the ticket booth on entry to the Grandstand Experience.

Is there disabled access to the Grandstand Experience?

There is no access to the Grandstand Experience for wheelchair users as there are steps leading up to the tiered seating.

Flightline Walk

What is the Flightline Walk?

The Flightline Walk is an opportunity to be able to see the Aircraft up close before they prepare to take to the skies. The Flightline Walk is only accessible in the morning and closes half an hour before the flying display commences. Access to the Flightline Walk is subject to availability and weather conditions on the day.

How do I pay for the Flightline Walk?

The Flightline Walk can be booked in advance online or on the day of the Air Show (subject to availability). Cash or cards will be accepted on the day at the May and September Air Shows. Flying Legends in July can only accept cash.

What are the ticket categories for the Flightline Walk?

Children between 0-4 are free.

Anyone age 5+ will need to purchase a ticket to access the Flightline Walk.

Parking

Why do I need a parking permit?

If you want to park onsite you will need to purchase and print off a parking permit in advance. This must be displayed on your dashboard on entry to the Air Show so staff can clearly see that you have booked parking. Booking parking in advance helps IWM to manage the traffic expected to arrive

onsite on the day of the show. You will not be able to park onsite without a valid parking permit purchased prior to your visit.

I've booked my ticket but forgot to purchase a Parking Permit. How do I get one?

Limited Parking Permits are available and can be purchased by following the links below:

[Duxford Air Festival Parking Permits](#)

[Flying Legends Air Show Parking Permits](#)

[Duxford Battle of Britain Air Show Parking Permits](#)

I am coming to the Air Show on my motorbike, do I need to purchase a Parking Permit?

Parking for motorbikes is free so you do not need to purchase a Parking Permit.

We have booked as a group but will be travelling in different vehicles – how many vehicle parking permits will we need?

You will need to obtain a parking permit for each vehicle parking onsite at the air show.

Where is the disabled parking onsite?

On arrival, pre-booked accessible parking for blue badge holders will be clearly signposted. Please follow the signposts on the A505.

You are not guaranteed a view of the air display from your parking location.

Where is the Gold (VIP) Parking onsite?

On arrival, pre-booked Gold Experience parking will be clearly signposted. Please follow the signposts for Gold/VIP on the A505. Gold Experience parking is subject to availability.

I have a Camper van/motor home - How do I book my parking permit?

You will need to book a standard parking permit when you buy your air show tickets.

Campervans and motor homes can park onsite, but overnight camping is prohibited.

You are not guaranteed a view of the air display from your parking location.

Can I bring my caravan onsite?

Caravans are not permitted onsite.

Is there a drop off point for Customers?

There is no drop off point onsite for air shows. You are able to drop off at one of our Park & Ride sites. The shuttle buses are fully accessible.

Accessibility

How accessible is the site?

Our site is situated on an airfield almost 2 miles in length mostly on flat ground. Some areas are laid to tarmac but the majority of ground is laid to grass. Whilst we make every effort to make our site accessible, due to the nature of the site some areas may not be suitable for customers with restricted mobility.

What documents are accepted as proof of concession?

IWM reserve the right to request proof of entitlement to concessions. You will need to show either a document to say you are in receipt of 'Disability Living Allowance' or 'PIP (Personal Independence Payment)', along with your valid pre-booked ticket(s).

Will I be able to access the Flightline Walk?

The Flightline Walk is on tarmac with level access. If you require assistance you should ask a member of staff who will be happy to help.

As a disabled person, can I bring my carer with me?

Disabled persons are entitled to bring one free carer with them and will need to book a free carer ticket.

Carer tickets for Gold Experience need booking directly:

- Duxford Air Festival in May, phone Ticketmaster on 0844 453 9077 or for groups phone 0844 844 2121. For further information and support please see the Ticketmaster FAQs: <https://uksupport.universe.com/hc/en-us/categories/360001469933> as there is also a 'submit a request' option at the top of this page. There is no additional booking fee for using Ticketmaster however, calls to 0844 numbers cost 7p per minute plus your phone company's access charge
- Flying Legends in July, phone IWM on 020 7091 3043 or use our [Contact us](#) page
- Battle of Britain in September, phone IWM on 020 7091 3043 or use our [Contact us](#) page

How do I book onsite disabled parking?

You will need to purchase and print off a blue badge parking permit in advance. A charge has been introduced to enable IWM to improve the disabled parking area for blue badge holders, which will include having additional car parking staff available to offer assistance and information on arrival to the site. Additional wheelchair accessible toilets will be provided in this area. Visitors booking disabled parking must have a valid blue badge (or international equivalent) in order to book. Their disabled parking permit and blue badge must be displayed on their car dashboard on entry to the site.

Can I hire a wheelchair or mobility scooter?

Unfortunately due to circumstances beyond our control there is currently no company issuing electric mobility scooters and wheelchairs. IWM advise where possible that visitors bring their own mobility scooters/wheelchairs.

Is there a dedicated area for wheelchair users?

Yes. The disabled enclosure is located next to the disabled parking area and there is no charge for this. Visitors should ask on arrival for directions. Our staff will also be happy to help with any accessibility questions they may have on the day. Additional wheelchair accessible toilets will be provided in this area.

On the day

Safety at Duxford Air Shows

The safety of IWM staff, visitors and collections is of the upmost importance to us and we use integrated security measures to ensure this is maintained. We ask that visitors allow sufficient time for our staff to complete their checks upon arrival at our Museums. Visitors must not bring any prohibited items as they may be confiscated.

Can I bring my dog to the Air Show?

As IWM Duxford is a working airfield, we do not allow dogs at the Air Show. Guide dogs and registered assistance dogs are permitted.

What's the best time to arrive without having to queue to get in?

We recommend that you arrive as early as possible in order to ensure that you don't miss out on the flying display. In peak periods and sell out shows there can be long queues on the surrounding roads on approaching the site. Car parks will open at 8am each day. IWM Duxford exhibitions are open from 8am and the trade stands are open from 8:30am.

What time does the flying start?

The site opens at 8am however, the flying starts at approximately 1pm and usually finishes around 5.30pm, with the site closing from 7:30pm. For up to date information, please sign up to our e-newsletter via iwm.org.uk.

How will you be checking vehicle parking permits?

Traffic management staff will be checking for parking permits on arrival at the car parks. Please clearly display your parking permit in your windscreen on arrival and throughout the day. Customers who have booked disabled parking must have their blue badge (or international equivalent) displayed with their disabled parking permit to gain access to this area.

How can I buy a souvenir programme?

Programmes are available to purchase in advance online when you book your tickets and also from IWM trade outlets and roving sales staff across the site on the day. If you have purchased the programme in advance should collect this from the entry points onsite by showing your ticket.

What catering facilities are available at the Air Show?

IWM Duxford has one restaurant and two cafés at the museum which are open all day at the Air Show. Food and drink stalls are also located around the site. Visitors are also welcome to bring their own packed lunches/picnics but for safety reasons, barbeques are not allowed anywhere onsite.

Are there cash withdrawal facilities?

Due to the high number of visitors on site, we recommend that you withdraw cash in advance of your visit; there is however one cash machine located in the Visitor Centre which charges a fee for withdrawals.

What is there to do during the morning of an Air Show?

Included in the ticket price is entry to IWM Duxford, including all exhibitions, for you to explore. You can also enjoy a great shopping experience at the trade stands onsite and enjoy refreshments in the restaurant and cafés. The Flightline Walk is open during the morning. The Duxford Aviation Society open their British Airliner collection on Air Show days. There is a charge to view these airliners and all proceeds go to the Duxford Aviation Society to help preserve these exhibits.

Are baby changing facilities available?

There are baby changing facilities provided at each museum toilet location on site.

Is there local accommodation available?

There are many hotels, bed & breakfast and guest houses in the local Cambridge area. Please see the Visit Cambridge website www.visitcambridge.org for local listings and availability.

Can I smoke at the Air Show?

There are outside smoking areas onsite. However, smoking is not permitted in any of the exhibition buildings, marquees (including Gold and Family Experience), Grandstand or on the Flightline Walk. Our no smoking policy also applies to e-cigarettes.

Can I store my belongings onsite?

We are unable to store your belongings/luggage onsite. Please keep your belongings with you at all times and report any suspicious items to a member of staff or the police.

What aircraft will be flying?

IWM will continually update the participation list as new aircraft are added or amended. The final, full participation list is available in the week prior to the Air Show on the IWM website. All flying is subject to weather and serviceability.

What is the difference between the flying participation on Saturday and Sunday for Air Shows?

The flying participation for Air Shows is generally similar on both days however, there might be some aircraft which display on one day only. For more information, please refer to the aircraft participation list on our website.

When will flying display timings be available?

A general flying schedule is available in the souvenir programme, which can be purchased in advance with your tickets for collection on the day. You can also purchase programmes from one of the IWM shops and roving sellers on the day. The flying display participants and timings will be on our website before the show. This will also be displayed around the site at the shows.

Is there Wi-Fi access at the Air Show?

Yes. IWM offer free Wi-Fi access across most of the museum. Access begins as soon as you agree to IWM's terms and conditions of use. Due to the amount of people attending the Air Show the internet speed may be slower than usual.

Will there be ticket checks?

You will need to show your valid tickets when you arrive at the Air Show.

Can I return to my car during the day?

Visitors can return to their car throughout the day. Depending where you have parked you may need to get your hand stamped to gain re-entry.

Can I bring a windbreak, tent or stepladder?

Windbreaks and small tents/gazebos are allowed onsite at Air Shows however, these must be placed behind the white line on the grass area and not next to the display barriers. They must also be secured properly.

Step ladders are not permitted onsite.

Can I bring a barbeque to the Air Show?

For safety reasons, visitors cannot have a barbeque anywhere onsite.