

Flying Legends 2020 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 they sell out fast 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 10pm the day before the event day or when advanced tickets reach our capacity.

If you require assistance with your online Air Show booking for flying legends , please use our [Contact us](#) page or phone IWM on 020 7091 3043.

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. Please note there is no 'group rate' ticket and all tickets are charged at the current rate (Early Bird or Standard rate subject to availability).

Coach groups can then book their remaining ticket requirements online up until 10pm the day before the Air Show (subject to availability). Coaches without a pre-booked space will be turned away.

To book a coach space for an Air Show please phone IWM on 020 7091 3043.

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 as mentioned in our terms and conditions of sale.

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

If you have lost your e-confirmation please use the [Contact us](#) form to request a resend of your e-confirmation. For this you will need to send us your IWM booking reference.

I am struggling to book my Air Show tickets online and require assistance with my booking.

If you are experiencing problems booking your Air Show tickets online you can contact our Customer Services team on 020 7091 3043 and they will be able to assist you with your booking.

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 Members book Air Show tickets?

All IWM Members can purchase Air Show tickets via the Members portal [here](#)

IWM Premium Members receive 20% discount for flying legends early bird and standard Air Show tickets which can also be booked via the Members portal.

What ticket types are IWM Premium Members entitled to?

IWM Premium Members can use their discount on standard and early bird Air Show tickets (subject to availability),

Booking an 'Experience' ticket

Gold Pass

What does Gold pass include?

Gold Pass 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 Experience access directly from the Gold pass enclosure - an opportunity to see the participating aircraft close up on the taxiway (AM only)
- Air Show programme
- Complimentary Wi-Fi
- Unreserved dining tables
- Pay on the day food court offer, only available to Gold pass ticket holders
- 15% discount in IWM shop outlets on the day, on production of your Gold Pass badge
- A complimentary tea, coffee or soft drink on arrival

Can I purchase Gold Pass tickets on the day of the show?

The Gold Pass is only available to purchase in advance and there will not be any tickets available on the day of the Air Show.

Do Children need to pay for the Gold Pass?

Yes, there is one price for all visitors wanting to book this Pass and all tickets are available in advance only.

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

Disabled visitors are entitled to bring one free carer however, they will still need to book a free carer ticket which can be booked online.

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

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 is only available on the day and cannot be booked in advance.

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

Gold Pass (VIP) parking has limited availability. To enquire whether parking is still available, please use our [Contact us](#) page (and include your IWM booking reference) or phone IWM on 020 7091 3043.

Where is the Gold Pass Parking?

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

When will I receive my Gold Pass entry pass?

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

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

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 Pass 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 Pass open?

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

Where is the Gold Pass marquee located?

The Gold Pass 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 Pass flags.

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

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

Can I bring a picnic into the Gold Pass marquee?

You have the option of dining from our Food Court offer, or you are welcome to bring your own picnic. There will also be a light breakfast option available to purchase from the bar on arrival and an afternoon tea. This is only available on the day and cannot be booked in advance.

Can I smoke in the Gold Pass enclosure?

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

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

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

Can I store my belongings in the Gold Pass 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 Pass enclosure?

You are allowed to take photographs in the Gold Pass 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
- Allocated seat throughout the day – note that seats are allocated on arrival on a first come first served basis.
- Exclusive toilet facilities
- Goodie Bag

Can I purchase a Grandstand Experience ticket 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 Grandstand Experience ticket.**

How do I access the Grandstand Experience?

On arrival to the site please show all of your tickets including your Grandstand Experience tickets. You will need to scan your ticket again on entry to the Grandstand Experience.

How will the seating be allocated?

Your Grandstand Experience ticket will be scanned at the entry point where you will be issued with your seat number. Seating will be allocated on a first come first served basis and once allocated, your seat is yours to use for the day. You will be able to leave the enclosure to visit the wider site and then return to your seat, showing your seating ticket.

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 Experience](#)

What is the Flightline Experience?

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

How do I pay for the Flightline Experience?

The Flightline Experience 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.

What are the ticket categories for the Flightline Experience?

Accompanied children between 0-4 are free.

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

Disabled visitors are entitled to bring one free carer with them.

How do I access the Flightline Experience?

The entrance point to the Flightline Experience is located near the American Air Museum.

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:

[Flying legends Parking Permit](#)

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

Parking for motorbikes is free and 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 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 Pass parking will be clearly signposted. Please follow the signposts for Gold/VIP on the A505. Gold Pass 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 or trailer onsite?

Due to parking restrictions caravans and trailers 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 where free shuttle buses run to and from the Air Show. 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 Experience?

The Flightline Experience 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.

How do I book onsite disabled parking?

You will need to purchase and print off a blue badge parking permit in advance. Visitors booking disabled parking must have a valid blue badge (or international equivalent) in order to book. Your disabled parking permit and blue badge must be displayed on your 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 designated accessibility staff will also be happy to help with any accessibility questions they may have on the day. Additional wheelchair accessible toilets will also 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 will be confiscated.

Can I bring a folding chair to the Air Show?

IWM Duxford airfield is almost a mile long and there can be a lot of walking involved on the day in order to see all of the ground content activities. You are welcome to bring a folding chair with you on the day but please keep your belongings with you at all times.

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 is 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 2pm 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 from IWM trade outlets and roving sales staff across the site on the day.

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?

There is only one cash machine available onsite and transaction charges apply. IWM onsite retail and catering outlets do accept card payments but we cannot guarantee all of the trade stands have card payment facilities.

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 Experience 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 the Gold Experience and Family Activity Area), Grandstand or on the Flightline Experience. 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 and TFC 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 flying legends 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 number 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.

Are bicycle racks provided at the Air Show?

Bicycle racks are available for use located next to the Visitor Centre at the main entrance.

Can I bring a windbreak, tent or stepladder?

Windbreaks 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. Please note that large tents, gazebos and step ladders are not allowed onsite.

Can I bring a barbeque to the Air Show?

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