

Air Show FAQs

Tickets

All Air Show tickets must be purchased in advance. Air Show tickets are not available on the day.

Where can I purchase Air Show tickets?

IWM Duxford Visitor Centre:

Standard Air Show tickets will be available from the IWM Duxford Visitor Centre until the Friday before the event takes place (subject to availability).

Online:

All ticket types for all Air Shows will be available via iwm.org.uk until 12 midnight before the event takes place (subject to availability), dates listed below.

Duxford Air Festival – Sat 26 May 2018 – Sun 27 May 2018

Flying Legends – Sat 14 July 2018 – Sun 15 July 2018

Duxford Battle of Britain Air Show – Sat 22 September – Sun 23 September 2018

If you are travelling by car and parking on site, please purchase your Parking Permit in advance too. You will be turned away from our car parks without it (Parking permits are included with the Gold Experience).

What happens if I arrive without a valid, advanced ticket?

Unfortunately if you arrive without a valid, advanced ticket you will be turned away. If you are parking on site you will need to purchase a parking permit in advance from our website. Parking permits are not available to purchase on the day.

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

You'll need to obtain a parking permit for every vehicle parking on site at the Air Show.

I have a Coach/ people carrier/ mini bus/ camper van/ motor home. How do I book my parking permit?

Mini buses/ People carriers/ (10-35 seats) and Coaches

To book a parking permit for vehicles with 10- 35 seats/ Coaches you'll need to call Customer Services on [+44 \(0\)1223 499 353](tel:+441223499353). You cannot obtain these online. Please also ask our Customer Services team for information on our group rates.

Campervans and motor homes

You can book your parking permit online when you buy your Air Show tickets.

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

Coaches

We can only accommodate pre-booked coaches and we have limited spaces available. We cannot fit in any coaches that turn up on the day without pre-booked coach, parking permits. To ensure access to a space, obtain your coach parking permit as soon as possible by phoning Customer Services on [+44 \(0\)1223 499 353](tel:+441223499353)

Can I change my booking once I've purchased my tickets?

No. Our tickets are non-transferrable and non-refundable and so please make sure that you are booking the correct ticket type for the correct day. Our terms and conditions can be found [here](#)

How do I know my ticket is 'valid'?

When booking online, you will receive an initial response by email from no_reply_iwm@maximweb.net. This email will include links to your e-ticket. You can download tickets to your device or if you prefer, print to your local printer. Please note that all our e-tickets contain a bar code. If you are printing your tickets the bar code must be printed correctly for use on the day.

I'm having problems downloading my e-ticket

When you download your e-ticket two barcodes should appear, one within the box at the top of the page and the second at the bottom. If you cannot see these barcodes try and save the e-tickets and reopen them. If they still don't appear correctly, please update the version of Adobe Acrobat Reader. Once done, reopen your e-tickets and the barcodes will display correctly for you to print.

I'm having problems booking from overseas

If you are having trouble booking with an overseas credit card, please note you can also pay using pay-pal.

I've lost my booking confirmation, can this be re-sent?

If you have lost your booking confirmation please contact customer services via <http://www.iwm.org.uk/connect/contact-us> providing your full address including post code and your ticket reference number, if you have it. It may then be possible to resend your booking confirmation.

Can I get my money back if it's raining on the day?

No. Air Shows will not be cancelled due to rain. The flying display is always subject to weather, but it's unusual not to see any aircraft flying.

Can I upgrade my ticket to a Gold Experience or Family Experience?

If you want to upgrade your standard Air Show ticket to Gold Experience/Family Experience on the day there are limited upgrades available (subject to availability). We advise purchasing Gold Experience/Family Experience tickets in advance online.

Can I buy tickets for the Grandstand Seating Experience on the day?

We recommend buying Grandstand Experience tickets in advance online. Please note you will need a valid Air Show ticket before you can upgrade to the Grandstand Experience. There may be limited tickets available for the Grandstand Experience on the day (subject to availability).

Are children allowed in the Gold Experience Marquee?

There is no child ticket price for the Gold Experience Marquee and therefore children would be charged full price. We recommend looking at the Family Experience rather than Gold Experience if you are bringing children as this Marquee is better suited to families.

What should I do if I have a problem booking tickets online?

If you are experiencing problems booking tickets online, please contact [Customer Services](#) and we will be able to advise you accordingly of any issues that have occurred. If the problem is of an urgent nature, you can contact Customer Services on [+44 \(0\)1223 499 353](#) and we will endeavour to help you with your booking.

How do I pay for the 'Flight Line Walk'?

Flight line walk payment is on the day of the Air Show. You can pay by cash or debit/credit card on the May and September Air Shows. Flying Legends Flight Line Walk is cash only.

Disabled persons facilities

Will I be able to access the Flight Line Walk?

The Flightline Walk is on tarmac with level access. If you have any problems please 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. For Gold experience free carers, you will need to book via Customer Services on +44 (0)1223 499353.

As a disabled person - can I park for free?

Yes, blue badge permit holders can park for free. Please select a disabled parking permit when you book your tickets online or let a member of staff at the IWM Duxford Visitor Centre know if booking at the Duxford branch.

Can I hire a wheelchair or mobility scooter?

Yes. Please contact our local hire company partner, Bartrams, in advance on [01353 778756](#) to book a wheelchair / mobility scooter. Charges apply.

Is there a dedicated area for wheelchair users?

Yes. Please ask on arrival for directions. Our staff will also be happy to help with any accessibility questions you may have on the day.

On the day

Can I bring my dog to the Air Show?

No, as IWM Duxford is a working airfield please do not bring your dog to the Air Show. Guide dogs and assistance dogs are permitted.

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

It is usually busiest between 10am and 1pm. We recommend you arrive early in order to reduce the chance of having to queue. Car parks will open at 8am each day. IWM Duxford exhibitions and trade stands will be open all day (from 8am until 7pm).

What time does the flying start?

The site opens at 8am however the flying starts at approximately 1pm and usually finishes around 5.30pm. For more information please sign up to our e-newsletter at the bottom of the page on the following link <http://www.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.

How can I buy a souvenir programme?

Programmes will be available 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. Please also feel free to bring your own packed lunches/picnics but, for safety reasons, you cannot have a barbeque anywhere on site.

Are there cash withdrawal facilities?

Yes, there is one cash machine on site which charges a fee for withdrawals. However, because of the number of people attending the Air Show, we recommend withdrawing cash in advance of your visit.

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 on site, enjoy refreshments in the restaurant and cafés. Other activities to explore include the Flightline Walk which is open during the morning and is your chance to admire the aircraft close-up. A separate charge applies and tickets can only be purchased on the day.

Are baby changing facilities available?

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

Is there local accommodation available?

There are many hotels, bed & breakfasts and guest houses in the local Cambridge area. Please see the [Visit Cambridge website](#) for local listings and availability.

Where can I drop off and collect passengers?

You can drop off and collect passengers at the main Visitor Car Park.

Can I smoke at the Air Show?

There are outside smoking areas on site. However, smoking is not permitted in any of the exhibition buildings or on the Flightline Walk. This also applies to e-cigarettes.

Can I store my belongings onsite?

No. 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 on display?

We 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 our website.

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 programme is available in the souvenir programme, which can be purchased on the day.

Is there Wi-Fi access at the Air Show?

Yes. We offer free Wi-Fi access across most of the museum. Access begins as soon as you've agreed to IWM's terms and conditions of use.

Will there be ticket checks?

Yes. You'll need to show your valid tickets when you arrive at the Air Show.

Can I return to my car during the day?

You can return to your car throughout the day. Depending where you have parked you may need to get your hand stamped to gain re-entry. If you have parked near the flight line you may be asked not to return to your vehicle during the flying display.

Can I bring a windbreak, tent or stepladder?

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

Step ladders are not permitted on site.

Can I bring a barbeque to the Air Show?

For safety reasons, you cannot have a barbeque anywhere on site.