



## SHMM Trust - Educational Visits General Information.

### Museum Details.

**Address;** Spitfire & Hurricane Memorial Museum Trust

Manston Road  
Ramsgate, Kent  
CT12 5DF

**Phone;** +44 (0) 1843 821 940

**Email;** [enquiries@spitfiremuseum.org.uk](mailto:enquiries@spitfiremuseum.org.uk)

**Website;** [www.spitfiremuseum.org.uk](http://www.spitfiremuseum.org.uk)

**Opening Times;** Daily 10.00-16.00 (British Winter Time)  
Daily 10.00-17.00 (British Summer Time)

**Closed;** 24-27 December  
31 December-2 January

### Charges.

Entry to the museum is free of charge, however should you prefer to have a guided tour from one of our hosts or access to handling collections (subject to availability) charges apply:

- Loan Boxes (subject to availability from September onwards); **£20 a week.**
- Sessions in the Museum (subject to availability from September 2014 onwards); **£50 per group.**

Please contact the museum for more information on and availability of boxes and sessions.

### Food.

There is a café on-site which serves hot and cold food, tea, coffee and other beverages. However, it is a private business that is not tied to the museum. As such, they do not usually allow large groups with pre-packed lunches to make use of the café.

Unfortunately for the time being, the museum does not have any covered picnic areas but, weather permitting, groups are welcome to have picnics on the designated grassy area.

### Toilets.

Ladies, gents and disabled toilets are available, they can be found at the rear of the museum. If you are unsure where to go, ask any volunteer or staff and they can direct you.

### Shop.

The museum has a small shop which retails a wide range of books, stationary and souvenirs.

### **Prior to your Visit.**

- Please contact the museum before your visit to check availability. You will be asked for the Name of your School/Organisation, preferred date and time, group numbers and ages and a contact for the museum (usually a group leader/teacher).
- Quizzes for different ages and topics are available from the website to download freely for use prior/during your visit.
- If possible divide large groups (30+) into smaller groups (+/- 15) prior to arriving at the museum if you require a host or handling collection.

### **During your Visit.**

- Please ensure children or groups are accompanied by adults at all times throughout the museum. We usually suggest a ratio of 1 adult per 15 children.
- Photography is allowed at all times.
- Please be mindful that whilst your group will no doubt be having a great time, there are other visitors as well who would be very grateful if noise is kept to an appropriate level.
- If you have any questions at all during your visit, please do not hesitate to ask any volunteers or staff. They will do their best to answer and if they can't they'll find someone who can point you in the right direction.
- On Fridays, the museum is fortunate in that we are joined by no fewer than three RAF Veterans. They are a great bunch and are happy to answer any questions you or your students may have regarding flying in combat during the War.
- There is a shop in the museum should your group wish to purchase any souvenirs. The staff are very friendly and work as fast as they can, but there is only one till available so be mindful that you may need to allow +/-15 minutes for any shopping.
- In the unlikely event of a fire or other emergency, please follow instructions from staff and proceed in an orderly fashion to the nearest and safest exit. If you are unsure where these are when you first arrive, please ask a volunteer and they will show you. The collection point in the advent of a fire is the Memorial Garden.

### **After your Visit.**

- Please ensure you leave with the same amount of children that you arrived.
- Please feel free to leave any comments you may have. The museum, whilst small, is dedicated to providing a good educational offer to schools and we always look forward to receiving any feedback that can let us know what works and what doesn't.