

# RAF Museum London

## Spitfire 10K – FAQs

### General

#### **Where can I buy my event tickets?**

Tickets for the Spitfire 10K can be bought through the NiceWork website (our race partners), whose link is provided on this webpage. Please note that tickets are advanced bookings only.

For further information check the webpage of the event you are interested in or email [whatson@rafmuseum.org](mailto:whatson@rafmuseum.org)

#### **How do I get to the Museum**

Please see the how to reach us section on our website: [How to reach us](#)

#### **How do I find out about other events?**

You can find information about all our other events by heading to our [What's On section](#).

You can also sign up to receive the RAF Museum newsletter: [Sign up](#).

#### **How accessible are our events?**

The Royal Air Force Museum London welcomes everyone and aims to ensure an enjoyable visit for all.

We have step-free access around our site. All of our hangars offer the following:

- Wide aisles, enabling access for wheelchairs and pushchairs
- Lifts to upper levels
- Seating for breaks during your visit
- Free Wi-Fi is available

All our hangars have accessible toilets, and all have baby changing facilities except Hangar 2 where you will find a Changing Places Toilet.

We have quiet rooms available on request in Hangar 1 and Hangar 6.

If you need any assistance in addition to the facilities detailed above, please do ask any member of staff (look for the red jackets!)

#### **How and when will I receive my tickets?**

You will not receive a physical ticket. You will be emailed an order confirmation that will include your unique booking reference number and a barcode that also contains this number. We suggest that you download your order confirmation to your smartphone ready to be shown to the team on arrival. Alternatively, you may print the confirmation with the barcode or make a note of your booking reference number.

### **I need some help booking my tickets – who can help?**

If you are experiencing problems with your booking or require assistance, please call our Customer Services Team on 01902 376200 or email us on [whatson@rafmuseum.org](mailto:whatson@rafmuseum.org).

### **Can I bring a dog?**

Animals, other than registered Assistance Dogs accompanying their owners, are not allowed on site and inside any building.

## **Spitfire 10K London**

### **Is there an age limit?**

Yes, you have to be 15 years or older as this is a UK Athletics licensed race.

### **Will discounted tickets be available?**

Yes, discounted tickets (£20.50) are available to members of UK Athletics affiliated clubs and Armed Forces Personnel. Please choose the option when booking your tickets, you may be asked to enter details to receive the discount.

### **I am a cadet or veteran can I use the discounted offer?**

We are pleased to offer the reduced Armed Forces ticket to all members of the Armed Forces family. This offer is available for cadets, current serving personnel and veterans which also includes their immediate families. Please note, all runners must be 15 years or older.

### **If I can no longer attend, can I give my ticket to my family member or friend?**

Unfortunately, tickets are not transferable. If you can no longer take part in the challenge, please email our team on [info@nice-work.org.uk](mailto:info@nice-work.org.uk) and we will discuss appropriate options with you.

### **Do I pay for parking?**

There is currently no parking fee for participants of the race on site and in the off-site car park.

Please note any supporters arriving at site in a separate car will need to pay for parking. Parking can be pre-booked online (£5.00) or pay on the day (£6.50).

### **Will I be able to park on site?**

We have a large car park, but if you can travel by public transport, we advise you do that. We are a ten minute walk from Colindale Underground Station on the Northern line. Please find more information at [How to Reach us](#).

### **What Time Can I Arrive?**

You will receive a race pack before the race which will include all the details you will need for the day.

### **Can I Take Part Without a Booking?**

We can only allow runners with a valid booking to take part in the event.

### **Will the Café and Restaurant be open?**

Hendon Kitchen will be open from 9.30am serving delicious coffees, refreshing soft drinks and hot and cold food.

If you take your medal into the Hendon Kitchen you will get a discount on our race day specials. Please note, this discount is only valid on certain items.

### **How does the fundraising work?**

The Spitfire 10K is a race organized by the RAF Museum charity. We therefore ask that all runners wishing to raise funds while running only do so for the RAF Museum. When booking your tickets, choose the ticket option 'incl. free t-shirt with £100 raised in sponsorship'. Our team will then get in contact with you via email to help you to set up your fundraising page and support you throughout the process. If you raise £100.00, you will receive a free t-shirt sent to you after the race.

Please email [development@rafmuseum.org](mailto:development@rafmuseum.org) if you have any fundraising questions.

### **When will I be sent my Roll of Honour Card?**

Yes, you will receive a Roll of Honour Card with your race pack. Your Roll of Honour Card enables you to carry the name of a Battle of Britain Pilot with you on your run.

### **When will I get my race pack?**

You will receive your race pack in the post 2 weeks before the event. If it hasn't arrived a week before then please get in touch with Nice Work at [info@nice-work.org.uk](mailto:info@nice-work.org.uk).

### **When will I receive my t-shirt or vest?**

The t-shirt design will be revealed in early 2023 – as usual, it will be one of a kind!

This year, home delivery is the only option for your t-shirt as we focus on sustainability and reducing waste. You must order your t-shirt by 3<sup>rd</sup> September 2023 in order to receive this year's t-shirt.

Please note there will be no on the day sales of t-shirts.

### **Will The Spitfire Family Run Take Place In 2023?**

Yes, we are excited to announce that the Spitfire Family Run will be back in 2023. With an exciting new route, giving youngsters the chance to fly high on our historic Hendon site. More information can be found on our website.

### **How Does the Chip Timing Work?**

Your timing chip is on the reverse of your race number which you will receive with your race pack. Please attach your race number to the front of your running vest and be careful not to damage the chip with your pins. If you forget your race number there will be a few available on the morning of the race but these will be subject to a £3 charge to re-issue you with a new one.

### **When Will I Get My Medal?**

You will receive your medal after the race as you cross the finish line.

### **What Is The Medal Going To Look Like?**

As usual, this will remain a secret until you cross the finish line.

We are excited to announce 2023 will be first year with a sustainable wooden medal with our unique aviation inspired design.

### **What Happens If I am ill during the Spitfire 10k?**

If you have started the challenge and become ill, it is important for your health and wellbeing that you stop. Only when you truly feel fit and healthy again do we advise you continue.

Please always ensure that you are medically fit to complete the 10K before starting the challenge.

### **I Can No Longer Take Part, What Are My Options?**

If you can no longer take part in the challenge, please email our team on [info@nice-work.org.uk](mailto:info@nice-work.org.uk) and we will discuss appropriate options with you.