



Access Guide

RAF Museum London

 **ROYAL
AIR FORCE
museum**



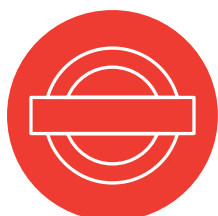
Opening

The Museum is open seven days a week, 10.00am to 5.00pm. It is closed Christmas Eve, Christmas Day, Boxing Day and New Year's Day.



Getting here

Museum address:
Grahame Park Way, London, NW9 5LL



Tube

The nearest tube station is Colindale on the Northern Line. It is then approximately a 10-15 minute walk to the Museum. The nearest tube station with step-free access (from street to train) is Hendon Central on the Northern Line. From here, take the 186 bus which stops less than half a mile from the Museum (Heritage Avenue or Colindale Library).



Rail

The nearest mainline station is Mill Hill Broadway, 1.2 miles from the Museum. The 303 bus stops here. For step-free access, call Thameslink assisted travel on 0800 058 2844 who will be able to advise you.



Bus

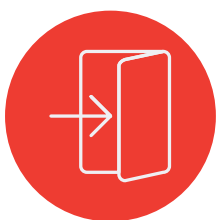
The 303 bus stops just outside the Museum.



Car

There is a large car park with 19 accessible parking spaces available for blue badge holders (parking charges apply).

rafmuseum.org.uk/london/plan-your-day/parking



Entrance

There are two entrances to the site – one for pedestrians and vehicles and the other just for pedestrians. The pedestrian entrance has a small ramp up from street level.

Hangar entrances

There is level access from the car park and pedestrian entrance to the main entrance which is in Hangar 1 (H1). The entrances to H1, H3,4,5 and H6 are automatic. The doors to H2 are manual and the doors to the Hendon Kitchen have push pad activation.



Mobility

The Museum has a number of manual wheelchairs, mobility scooters and a rollator available to borrow free of charge. These are available on a first come, first served basis.

There is level access around the majority of the site.

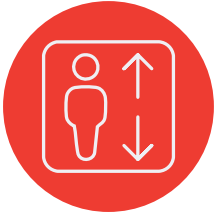
There are ramps in the following areas –

H3 exhibition entrance and exit

H4,5 – from H4 into H5

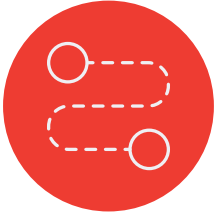
Hendon Kitchen entrance/exit

There is also ramp access to some exhibits in H2 and H6.



Lifts

The majority of our exhibitions are on the ground floor. There are lifts in each hangar to access upper levels.



Around the site

The Museum is a large site with six hangars to explore. Distances (in metres) between neighbouring buildings are:

H1 to H2	88m
H2 to H6	143m
H2 to Hendon Kitchen	80m
Hendon Kitchen to H6	61m
H6 to H345	90m
H345 to H1	132m

Surfaces

- Most flooring in the exhibitions is smooth, painted concrete
- Paths near to the hangar entrances have pebbled concrete which is a little bumpy
- Main path around the site is concrete

In the outdoor playground, the paths are made of a rubber play surface and the grassed areas have safety matting.



Quieter times to visit

The Museum can be very busy at times, especially at weekends and during the school holidays. There can often be a short queue to get into the Museum at 10.00am, when it opens.

After 2.00pm Monday to Friday (during term time) it is usually much quieter. After 3.00pm at weekends and in the school holidays it is also quieter.

Preparing for a visit

You can find many resources to help prepare for a visit to the Museum on our website:

rafmuseum.org.uk/london/plan-your-day/access-and-accessibility/

Resources include:

- Visual story
- Introductory video
- Visual timetable templates and images
- Sensory map

Accessibility



Audio

All audio handsets have an integrated hearing loop, switch hearing aid to T position. All films have subtitles.



Large print guides

There are large print guides available in the exhibitions. These can also be accessed via the website.



Touch models

There are tactile models for many of the planes on display.



Assistance dogs

Assistance dogs are welcome at the Museum and water bowls can be requested at the entrance. There is plenty of outdoor space for toileting and we would recommend using the areas to the side of the hangar entrances.



WiFi

Free WiFi is available throughout the Museum.



Website

You can find further information about the Museum on our website rafmuseum.org.uk

Facilities



Toilets

There are toilets, including accessible toilets, in each of the hangars as well as in the Hendon Kitchen. All toilets have automatic hand dryers except for those in H2 and the Ladies toilet in H3, near to the fire engine.

There is a Changing Places toilet in H2.

Baby change facilities are located in each hangar and the Hendon Kitchen.



Seating

Fixed seating is available in each hangar.

There is an indoor picnic area in H4, just behind the 4D Theatre. There are also picnic tables outside, close to the outdoor playground.



Quiet rooms

There are quiet rooms available in H1, H6 and H3,4,5.



Lockers

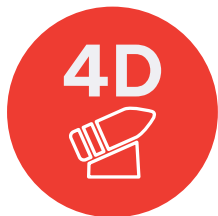
There are lockers in H1, by the entrance. A refundable £1 coin is needed to use these.

You can easily fit a backpack in the lockers and there are also some larger lockers in which you could fit a small suitcase.



Shop

The Museum shop is in H1, by the exit.



4D Theatre and Simulator

The 4D theatre and Typhoon simulator are both located in H3,4,5. The 4D theatre is wheelchair accessible, the simulator is not.

Charges and height restrictions apply.

If you would like to book your tickets in advance you can do this here: rafmuseum.org.uk/london/things-to-see-and-do/experiences/



Cafés

The Sunderland Café in H1 is open at weekends and during the school holidays.

The Hendon Kitchen is next to H6 and is open 10.00am-5.00pm in term time, 11.00am-4.00pm weekends and school holidays.

The cafés are counter service.
If you have any queries about food allergies, please speak to a staff member in the cafés.



SEND Family Backpacks

Our SEND Family Backpacks have been created for SEND families to use when visiting the Museum. These are free to borrow and are available from admissions in H1 (to be returned to the Shop at the end of your visit).