

Frequently asked questions about group visits to Eureka!

Regarding payment

Do I have to pay a deposit?

Yes - if you have booked over a month in advance then you need to pay a non-refundable deposit of £30 as soon as possible to secure your place.

Will I be sent an invoice?

Yes. With your booking confirmation there should be an invoice for the cost of the total number of children and adults in your group as stated at the time of booking. Full payment should be made either in advance or on the day of your visit.

What if my numbers change before the visit?

No problem – you are still entitled to the group rate as long as you have more than 10 children. Contact us as soon as possible and we will alter the numbers ready for your arrival, including how much you need to pay on the day.

What happens if I don't pay on the day of the visit?

We will send another invoice and you will have 14 days to make the payment. If we do not receive payment within 14 days then we will re-invoice you for the total cost plus a £20 invoicing fee.

What happens if we have different numbers on the day to the amount on our cheque?

If possible, leave the writing of your cheque till the day of the visit in case your numbers change. If you do arrive with a pre-written cheque then we won't take payment on the day but will re-invoice you based on actual numbers.

What happens if I need to cancel?

Contact us as soon as possible as we may be able to offer your booking slot to another group. If you have paid a £30 deposit this is non-refundable. If you have already paid your balance in full then Eureka! will reimburse you for the amount already paid, less a £30 administrative fee.

Some of the children/adults in my group already have an Annual Pass for Eureka, can they use it?

No. Annual Passes are for general museum entry only and cannot be used against discounted group visits.

Does a group booking including an Annual Pass?

No. The booking you have made is for a day visit to the museum and not an Annual Pass ticket.

Regarding the visit

Do we get a guided tour?

No. Eureka! is very different to traditional museums and there is no set route around the galleries. Museum staff are on hand to help you and to support children (and adults) with playful learning opportunities but they do not lead guided tours around the galleries.

Can we take part in any special events?

You're welcome to take part in any drop-in activities happening on the day of your visit. Occasionally we have special workshops and shows which have limited availability and are bookable on arrival. If you would like to take part in these, please ask at the Information Desk on the day and they can check availability for you. If you can split into smaller groups and attend different sessions it's often easier to accommodate groups this way.

What time should we arrive/leave?

Group bookings have unlimited time in the museum so really it's entirely up to you. We're open 10am – 5pm on weekends and school holidays and we recommend you allow around 3-4 hours to fully explore the museum. All we ask is that at the time of booking you give us an approximate arrival time so we know when to expect you and on busy days it may be necessary to stagger entry times for groups.

What happens when we get there?

- The main group leader should check in at the Groups Desk outside, confirm exact numbers and sort out payment.
- Coats and lunches can be placed in your group trolley which will be locked away securely.
- A member of the Eureka! team will give everyone in your group a hand stamp and a quick welcome talk. You can then explore the museum at your leisure.

What happens if we arrive later than expected?

Don't worry. If you encounter traffic problems on the way here and it's going to mean a significant delay to your arrival time, just give us a ring to let us know that you are still coming! As there's no set itinerary for group visits a late arrival shouldn't affect your overall visit too much – you might just want to plan to stay a bit longer!

Will there be somewhere to eat lunch?

- We have a marquee, train carriage and lots of picnic benches outside for you to eat your own packed lunch. These are available on a first come, first served basis. Unfortunately we can't book out these areas during weekends and school holidays as they are also used by general public visitors.
- We also have a café on site serving a range of hot and cold meals and snacks. A pre-ordering service is available. Orders must be placed at least 1 week in advance.



Can we visit the Gift Shop?

Yes. But our shop is relatively small so it would help if you could split into smaller groups of around 10-15 children at a time. Also the shop can get very busy towards the end of the day so if you want to avoid long queues, try to visit earlier in the day. You can also pre-order [Goody Bags](#).

Do adults have to stay with the children all the time?

Yes! In order for all visitors to be able to enjoy their visit we require teachers and adults to remain in supervision of their children at all times, regardless of Year group. In line with our safe guarding policy it is important that children are never left unattended or allowed to wander around Eureka! alone. ***Severely disruptive behaviour will lead to a group being asked to leave Eureka!***