

## Frequently Asked Questions

### How much are tickets?

Tickets for *Harry Potter: A History of Magic* cost £16 for adults and between £5 and £11 for concessions. Family tickets are available with 20% off the total ticket price. A family can be at least one adult and at least one child, with a maximum of six tickets in total.

### Will I be charged a booking fee?

There are no booking fees.

### Will you offer family tickets and concessions?

Yes, we will offer family tickets and concession tickets as we do for all of our ticketed exhibitions.

### What are the opening hours for the exhibition?

We have extended our opening hours for this exhibition.

#### Opening hours

Monday	10.00 – 18.00	last admission 16.30
Tuesday	16.00 – 20.00	last admission 18.30
Wednesday	13.00 – 18.00	last admission 16.30
Thursday	10.00 – 18.00	last admission 16.30
Friday	10.00 – 18.00	last admission 16.30
Saturday	10.00 – 17.00	last admission 15.30
Sunday	11.00 – 17.00	last admission 15.30
(Bank holidays)	11.00 – 17.00	last admission 15.30

The British Library will be closed 24 – 27 December (inclusive) and 1 January. Full details of the Library's seasonal closures can be found at [www.bl.uk/aboutus/quickinfo/loc/seasonalclosures/index.html](http://www.bl.uk/aboutus/quickinfo/loc/seasonalclosures/index.html)

Keep up to date on our Harry Potter exhibition opening hours by signing up to our mailing list at [exhibitions.bl.uk/harry-potter-exhibition-notification-entry](http://exhibitions.bl.uk/harry-potter-exhibition-notification-entry)

### Is the exhibition suitable for children?

Yes, the exhibition has been designed for a family audience. Children under the age of 12 must be accompanied by an adult.

### Do I need to buy tickets for children under four years old?

Children aged four and under go free, however you will still need to book a ticket for them online in advance of your visit.

### How do I buy tickets? Will I be able to buy tickets by phone or in person from the British Library Box Office?

Due to high demand, tickets should be bought online ahead of your visit to the British Library. Buy tickets at <https://harrypotter.seetickets.com/tour/harry-potter-a-history-of-magic/calendar>

If a day is showing as 'sold out' online, there are no further tickets available for that day. If a day is not sold out, you can call 01937 546546 from 09.30 that day to find out how many tickets are available and book over the phone for that day. If tickets are available they can also be purchased at the British Library Box Office, however tickets will be very limited and we highly recommend calling ahead of visiting the Library.

Please note that this service is only available for on-the-day bookings.

### Is there a limit to how many tickets I can buy at once?

You will be able to buy a maximum of six tickets.

## Members

### **I am a British Library Member – do I still need to book?**

Due to popular demand, British Library Members will need to book online in advance of their visit. As a Member, you will get free entry for you and a guest. Members can attend the exhibition multiple times, subject to availability. All visits will need to be booked online.

### **I am a Joint Member – do I still need to book?**

Joint Members will need to log in using the lead Member's details (the person who purchased the Membership). Joint Members will get free entry for themselves and a guest each. All visits will need to be booked online.

### **I am a Friend of the British Library – do I still need to book?**

Due to popular demand, Friends will need to book online in advance of their visit for this exhibition. As a Friend, you will get one free ticket and be able to visit multiple times, subject to availability. All visits will need to be booked online.

### **Can British Library Members bring children in for free and if so, how many?**

A Member can bring one guest, who can be a child or an adult (Joint Members will get free entry for themselves and a guest each). Children aged four and under go free, but you will need to book a ticket for each child in advance of your visit.

### **I am a British Library Member and there are no tickets available to book, how do I attend?**

Unfortunately we're not able to guarantee tickets for Members if the exhibition has already sold out. Members need to book online in advance of their visit. We will be arranging a number of private views for Members. You will receive details later in the year.

### **I am a Friend of the British Library and there are no tickets available to book, how do I attend?**

Unfortunately we're not able to guarantee tickets for Friends if the exhibition has already sold out. Friends need to book online in advance of their visit.

### **I have just bought a Membership to the British Library, how long do I have to wait before**

#### **I can book Harry Potter tickets?**

If you bought your Membership online on the Harry Potter ticketing page then you will be able to select your free tickets at the same time and check out in one transaction. If you bought Membership direct from the British Library either online, over the phone or in person then you should wait 24 hours before attempting to log in and claim your free tickets.

### **I bought Membership on the Harry Potter ticketing page, how long will it take for my Membership pack and card(s) to arrive?**

Membership packs and card(s) will be posted the next day. If you still haven't receive your Membership pack after 7 days please contact British Library Customer Services on 01937 546060. Lines are open Monday – Friday, 09.00 – 17.00.

### **As a Member what should I bring with me to Harry Potter?**

You must bring both your print at home ticket (either in paper or electronic format) and your Membership card.

### **What should I do if I have a query about Membership?**

You should contact British Library Customer Services on [members@bl.uk](mailto:members@bl.uk) or 01937 546060. Lines are open Monday – Friday 09.00 – 17.00.

### **I became a Member after my visit to *Harry Potter: A History of Magic*, can I get a refund on my exhibition ticket?**

You can get a refund on your *Harry Potter: A History of Magic* ticket if you become a British Library Member on the day of your visit only. Please visit the Information Desk to do this.

## Harry Potter: A History of Magic

20 October 2017 – 28 February 2018

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### **I am having a problem with my booking. Who can I contact?**

Please contact See Tickets directly at [www.seetickets.com/customerservice](http://www.seetickets.com/customerservice)

### **I've lost my ticket confirmation. How can I get a new one?**

You can log into your SEE Tickets account here [www.seetickets.com/customerservice](http://www.seetickets.com/customerservice) to get a new proof of purchase.

### **I've booked a ticket but now can't make it. Can I sell my ticket back to you/SEE?**

Tickets are strictly non-transferable and non-refundable.

### **I can't come at the last minute – can I give my tickets to a friend?**

Tickets are non-transferable.

### **What if I'm late for my slot? Will I still be allowed in?**

Your entry time is 30 minutes from the start time of your booked slot. There may be queues to get into the Library itself so please allow extra time for this so you are not late for your entry time.

If you are late for your slot and the exhibition is sold out at this time, unfortunately you will not be allowed to enter the exhibition. If we are not fully booked to capacity, we may be able to offer some flexibility. Please go to our Information Desk when you arrive and staff there will be able to advise you further.

### **Can I make a group booking?**

We are not taking group bookings during usual exhibition opening times. The maximum number of tickets available in one transaction is six.

### **Can I book a private view of the exhibition?**

Outside of normal opening hours, it is possible to book an event to include a private view of the exhibition for a minimum of 90 guests. Details can be obtained from [SpecialEvents@bl.uk](mailto:SpecialEvents@bl.uk)

### **I booked my tickets for the wrong day/time – can I change them?**

Tickets are not transferable and not refundable.

### **What do I need to bring with me to the exhibition?**

You need to bring your ticket and proof of ID. Members will also need to bring their British Library Membership card. If you have booked a concession ticket, don't forget your proof of concession.

Please note tickets are non-transferable.

We do have some restrictions on large items and luggage, please check ahead of your visit what you can and cannot bring with you: [www.bl.uk/visit/facilities](http://www.bl.uk/visit/facilities)

If you are visiting at a particularly busy time you may have to queue outside on our Piazza before entry into the exhibition. Please come prepared!

### **Do I need to print my ticket?**

We are able to scan tickets on mobile devices but we recommend bringing your printed tickets to speed up entry into the exhibition.

### **Can I bring a school party to the exhibition?**

Free school workshops which include entry to the exhibition will be available to book from Thursday 22 June 2017. Sessions are available for Year 3 to Year 13 students and must be booked in advance online. Visit [www.bl.uk/learning](http://www.bl.uk/learning) for full details.

### **How long will it take me to go through the exhibition?**

It varies hugely from person to person, but as a guide we expect that your visit will take at least 1 – 1.5 hours.

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### Will the exhibition go on tour?

*Harry Potter: A History of Magic* will open at the New York Historical Society in 2018, following its run at the British Library in London. See the New York Historical Society's website [www.nyhistory.org](http://www.nyhistory.org) for full details.

Displays inspired by *Harry Potter: A History of Magic* will launch in 20 public libraries across the UK in tandem with the exhibition run at the British Library in London. Find out more at [www.bl.uk/projects/harry-potter-a-history-of-magic-public-library-displays](http://www.bl.uk/projects/harry-potter-a-history-of-magic-public-library-displays).

### Is the exhibition wheelchair accessible?

The British Library aims to provide an accessible environment for all our visitors. You can find out more here: [www.bl.uk/visit/accessibility](http://www.bl.uk/visit/accessibility)

The exhibition is wheelchair accessible. When travelling to the Library, there are parking bays in Ossulston Street and step-free access to the building.

### Where do I find exhibition guides for the visually impaired?

Large print versions of all the panel and label text included in our *Harry Potter: A History of Magic* exhibition will be available to pick up from the Information Desk.

Braille books with tactile images to accompany the exhibition are also available from the Information Desk. These include tactile drawings of selected objects in the exhibition along with accompanying label text and panel text in braille and a tactile exhibition map. Five copies of the book will be available for visitors. These have been developed in partnership with the RNIB. Due to the value of the braille books we'll require a debit or credit card to be held in our loan deposit folder until the return of the item.

### Will there be any audio-described tours?

Audio-described tours suitable for blind and partially-sighted visitors are being held at selected dates in the exhibition run. A tour is co-delivered by an audio describer and a curator. It includes a 30-minute handling session followed by a one-hour tour. To find out more, please visit [www.bl.uk/whats-on](http://www.bl.uk/whats-on).

### Will there be buggy park/pushchair access onsite?

There will be buggy areas for visitors to use when attending the exhibition.

### Where can I park?

There is no onsite parking. Metered parking (08.30 – 18.30) is available on Ossulston Street (three spaces only). The nearest car park is the NCP one on Judd Street, which is a 10-minute walk from the Library.

### What are the closest rail and London underground stations?

We are close to St Pancras International, King's Cross and Euston stations.

### Which bus routes pass by the British Library?

Bus routes 10, 30, 59, 73, 91, 205, 390 and 476 pass the Library, along the Euston Road.

### What is the re-entry policy?

Re-entry is not permitted.

### What catering facilities are available in the Library?

The Library has a number of restaurants and cafes serving refreshments and hot and cold food.