THE BRUNEL MUSEUM THAMES TUNNEL

FAQs & practical guidance

The following information will help you to plan your private group visit to The Brunel Museum.

How much does a private tour cost?

Private tours cost £12 per person (with a minimum spend of £120). All guests will receive a free copy of *The Brunels' Tunnel* guidebook on arrival.

How long is a private tour and museum visit?

A private tour with one of our guides lasts around 45 minutes. Looking round our museum exhibition in the Engine House usually takes 20-30 minutes.

What dates and times can I book for?

As the museum's normal opening hours are 11am-5pm on weekends, we recommend booking a private tour for Monday to Friday, 9am-7pm.

How do we get there?

The Museum is accessible by public transport and is behind the Rotherhithe Overground station. You can arrive via the London Overground or the station is served by the 381 or C10 buses.

The Museum is also a five-minute walk from Canada Water station, served by the London Overground and Jubilee lines.

There is limited parking close to the Museum, and so if you plan to arrive by coach, please arrange to be dropped off close by.

Where can we have lunch?

The Mayflower Pub and Watchhouse Café are very nearby to the museum and perfect spots to have lunch out.

Alternatively, if bringing a packed lunch, we can provide seating at the museum for you. In good weather you are able to lunch in the courtyard or garden areas of the

Museum. Otherwise, you will be able to lunch in the tunnel shaft and/or the engine house.

How accessible is the Museum?

The Museum is an historic site and, where possible, ramps have been installed.

The Tunnel Shaft is accessed via a spiral staircase, with a viewing platform available at the top of the stairs for anyone unable to use stairs.

The majority of the outside spaces, with the exception of the garden on top of the Tunnel Shaft are fully accessible.

Please do let the Museum know of any access requirements prior to your visit so that we can provide the best experience for your group as possible.

Are there toilets?

The Museum has two toilets available.

Is there heating?

There is limited heating at the Museum and we therefore recommend that you come dressed for the weather.

Can I arrange a pre-visit to the Museum?

You are welcome to visit the Museum on a pre-visit. Please contact the Museum to arrange a date and time.

What is the museum’s payment and cancellation policy?

We recommend that bookings should be made at least a month in advance. A booking is active upon receipt of confirmation email from the museum.

Please note that if cancelling a private tour less than three weeks before the event, you will still be charged for the full cost.

Cancellations must be made in writing or email and then confirmed by the museum before they are operative.

Are there ever times when the Museum might cancel or postpone our visit?

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The Museum may make the decision to cancel or postpone your visit at late notice for one of the following reasons, providing as much notice as they are able to you.

- Staff illness
- Extreme weather and weather warnings
- Any other emergency situation at the Museum

How does a private group tour differ from a normal visit to the museum?

Private group tours differ from our regular visitor experience in a number of ways including:

- Longer tour times and can cater the tour to your particular interests (e.g. railways, Rotherhithe's local history, engineering etc.)
- Access to the museum, tunnel shaft and roof garden outside of normal opening hours
- Complementary copies of the *Brunels' Tunnel* guidebook for each guest

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If you have any other queries, please email *hello@thebrunelmuseum.com* and a member of our team will get back to you.