

# Memory Box FAQ's

Each individual loan of our memory box has its own chosen timetable to meet the requirements of residential homes and clubs. Our staff members communicate directly with them however we have included some of the frequently asked questions listed below.

When we have taken your booking requirements, we will send you a booking form to complete via email. Where possible, please book at least a month in advance.

## Where do we go to collect the Memory Box?

After parking in our Car Park please go to the main entrance of the museum. The Memory Box will be at the Reception Desk waiting for your collection.

## Are all parts of the museum accessible for wheelchair users?

The museum itself is accessible to wheelchair users, and there is disabled parking adjacent to the main entrance.

## Is there flexibility to the pre booked timetable of the loan?

If the Memory Box has not been booked before or after your loan period this may be possible. However, extra cost will be incurred, and you will need to contact the Museum prior to the end of your loan to discuss the availability of the box.

## How do I pay?

Payment will be settled on the day the Memory Box is collected. You will already have discussed the cost of loaning the Memory Box with a member of Staff before collection. Payments for the Memory Box are accepted at the front desk and you can pay with cash or a cheque payable to North Kesteven District Council.

## How will I know if the Memory Box is complete?

A member of staff will check the condition of the Memory Box in your presence and you will be asked to sign that you are happy that the Memory Box is complete. In addition to this there is a contents list within the box.

## What do I do if my question isn't on the list?

For any other questions please contact one a member of staff on **01529 488490** or [cranwellaviation@n-kesteven.gov.uk](mailto:cranwellaviation@n-kesteven.gov.uk)