

Knighzzz At The Museum FAQs

Q Do I need to book?

A Yes, booking is required and payment needs to be made at the time of booking.

Q What age group is this event appropriate for?

A Knighzzz at the Museum is for families with children aged 5+. Guests must be aged 5 or older on the night of the sleepover. Please do not purchase tickets for children outside of this age range, as we are unable to allow entry to the event or offer refunds.

Q Why is there a minimum age?

A The event and its activities are designed for children aged 5+. We want to ensure that all guests are able to enjoy the event, so it is for everyone's benefit we ask visitors to keep to this age range.

Q How many adults are required for each group?

A We require a minimum of 1 adult per 3 children. A child is classed as any visitor under the age of 18 years of age.

Adults will sleep in the same areas as the children in their group. Accompanying adults must be at least 18 years old and show ID upon arrival. One adult in each group will also be asked for their mobile phone number in case of an emergency.

Q What are the adults' responsibilities?

A Adults are responsible for supervising their group's behaviour throughout the event. This will ensure everyone has a safe and enjoyable evening.

Responsibilities include: following the museum staff's directions, keeping your group together and under control at all times, and making sure your group does not disturb those who are sleeping. No playing of music or gaming on electronic devices that could disturb other families will be permitted.

Q What do I have to bring?

A Each person must bring a sleeping bag, toothbrush and evening snack. We recommend a non-inflatable roll mat as you will be sleeping on the gallery floor and arriving in some clothes to sleep in.

Overnight clothes must be suitable for standing outside in the unlikely event of an evacuation.

Shoes must be worn at all times in the Museum for health and safety reasons, apart from when you are sleeping.

We advise you to bring a bottle of water, a pillow, and eye shades for sleeping as some lighting remains on overnight. We do not permit the use of earplugs, to ensure that we have full attention in the unlikely event of an evacuation being necessary.

For health and safety reasons we cannot allow any inflatable mats or mattresses. If you need to bring a camp bed for medical reasons, please let us know upon booking so we can ensure it meets our health and safety requirements.

We strongly recommend that you do not bring things that are of financial or sentimental value. The Museum takes no responsibility for loss of or damage to any items belonging to visitors.

You are not allowed to plug any electrical items into the Museum's sockets during the event (this includes mobile phone chargers).

Q Do we need to bring food?

A We recommend that you eat a meal before arriving and bring a small snack for later in the evening. Small snacks are permitted to be eaten on non-carpeted areas.

We do not provide cutlery or plates. Please ensure that you do not bring knives as these will be confiscated. Plastic cutlery is allowed.

In the morning, we provide a cold, pre-boxed breakfast of fruit, a pastry or cereal bar and a carton of juice. We cannot guarantee that our breakfast will be nut, gluten or dairy free.

If you or your children have any dietary requirements, please advise when booking and bring your own breakfast with you. Please ensure that these items won't need overnight refrigeration.

We cannot guarantee a nut-free environment. If you or any of the children in your group have any allergies you are concerned about, please confirm this when booking.

Q Can I add people to my group?

A You can add children or adults to your booking if tickets are still available for the space you have booked, but if the space/event is fully booked this will not be possible. Please book early to avoid disappointment.

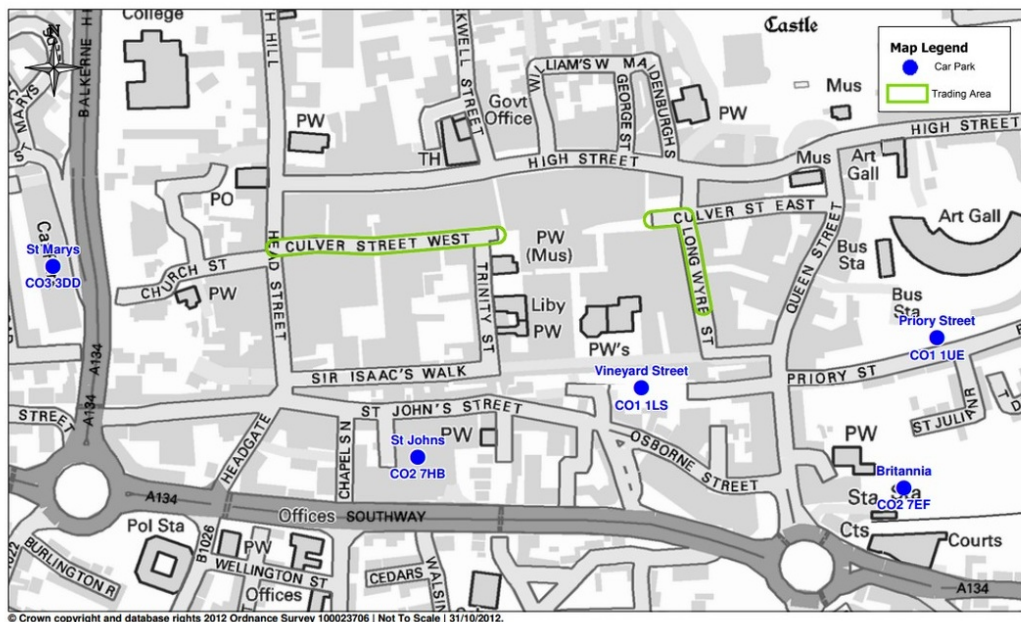
Q How do we get to the Museum?

A To reach Colchester by road, exit the A12 at junction 27 and follow the signs to the town centre. There are a number of car parks that you can use to visit Colchester museums, the closest being [Britannia](#) and [Priory Street](#). We have no parking on site.

Colchester is just 58 minutes on the main train line from London or Norwich, then just a 20 minute walk or short bus ride to the town centre.

Colchester Castle Museum is a 10 minute walk from Colchester Town railway, up Queens Street and St Botolph's Street. We are 10 minutes walk from the main bus station on Osborne Street.

Car Parks - Town Centre



Q What time do I need to arrive and which entrance should I use?

A Doors open at 19:30 and doors close at 20:30. Nobody will be permitted entrance outside of these specified times. Access via main Castle entrance only.

Q What if I'm running late?

A Please be aware that you may miss some of the activities if you arrive late. We cannot allow entry into the event after 20:30, and no refunds will be given.

Q What is the schedule for the event?

19:30	Doors open, registration and camp set-up
20:00	Welcome briefing at the Castle Model
20:15	Activity
21:00	Snack/ Break
21:15	Activity
22:00	Snack/ Break
22:15	Activity
23:00 - 23:15	Prepare for bedtime
23:30	Lights Out
7:00	Wake Up
7:30	Self-serve Breakfast
8:30	Doors open for Museum exit
9:00	Museum closed for cleaning

Q Where will I sleep?

A You will sleep in the spaces selected at the time of booking. Please note that bookings for 'Public spaces' are in the open spaces of the museum galleries, so you will be sharing the galleries with other families.

Q What are the sleeping arrangements for boys and girls?

A Sleeping will be mixed - visitors of both genders will sleep in the same areas.

Museum staff are on hand throughout the night to ensure everyone's safety and comfort. CCTV is in operation throughout the Museum.

Q Is there a cloakroom?

A There is no cloakroom available during the event and your belongings will be kept in the sleeping areas.

Q Can the adults bring alcohol?

A The consumption of alcohol is strictly forbidden. If Museum staff suspect you have been consuming alcohol, we have the right to search your bags. If you are caught with alcohol, the Museum Duty Manager will removed your party from the event immediately.

In extreme circumstances, anyone behaving inappropriately, for alcohol-related reasons or otherwise, may be ejected from the event at the discretion of the Museums Duty Manager.

Q What if one of my group falls ill?

A We will have staff on hand that can contact the Emergency Services if required.

Q Is this event suitable for a child who has special needs?

A Yes. We will do all we can to ensure needs are met wherever possible. Given the nature of the building please call before booking if you have any questions around accessibility.

Q What if I need to cancel my booking?

A We cannot offer a refund once you have purchased your ticket.

Q What if the event gets cancelled?

A If the event has to be called due to circumstances beyond the Museum's control, exchanges or refunds will be offered.

Q What if I have to leave early in the morning?

A The Museum exits are closed between 21:00 and 8:30 and it is not possible to leave between these times except in an emergency or pre-arranged with the Museum staff.

Q Can groups of adults book or is it just for children?

A Adult only bookings are welcome, but we advise that this event is aimed at families with children aged 5+, with all activities designed with children in mind. As this is a family event, inappropriate behaviour or language will not be tolerated.

Q What COVID safety measures will be in place?

A We strongly advise visitors to respect others personal space and make use of the hand sanitizer located throughout the building.

Face masks are encouraged but not mandatory.

Each family will be given individual resources for the various activities to avoid cross contamination. Breakfast will be individually wrapped and pre boxed for your family.

Staff will be cleaning throughout the evening.

These measures will be subject to change in line with government guidance.

The Museum reserves the right to make any necessary changes to the event as required, such as adjusting the locations, timings or content of the activities. This is to ensure that we deliver a safe and excellent experience for all guests at all times.