

Story Pass Terms and Conditions

Only named Story Pass holders can use their Story Pass and a Story Pass cannot be transferred to another person. You may be asked to provide some additional identification when you present your Story Pass for admission to the Museum.

The Story Pass offers unlimited entry for 12 months from the date of purchase to the Museum's Galleries and Small Worlds and is subject to the Museum's operating calendar. It does not apply to events in the Woodshed; tickets for these will need to be booked separately. Please check the website carefully before planning your visit, or call 01865 790050 to confirm opening times.

Possession of a Story Pass does not guarantee entry as access to The Story Museum exhibitions and associated activities is subject to availability and capacity. We strongly recommend booking in advance. To reserve your tickets please call the Box Office on 01865 807600 or email boxoffice@storymuseum.org.uk. You can also book your tickets on our website by selecting the Story Pass ticket types: 'Story Pass Adult', 'Story Pass Child Age 5+' or 'Story Pass Child Age 1-4' ticket types. To book additional tickets to the Galleries or Small Worlds for any members in your group not covered by a Story Pass membership, call the Box Office or book via the website using the standard ticket types: 'Adult', 'Child Age 5+' or 'Child Age 1-4'.

Please ensure you bring your physical Story Passes with you when you visit the Museum.

Your Story Pass also entitles you to a 10% discount in The Story Museum's shop and café. You must show your Story Pass to obtain the discount.

The Story Museum reserves the right to vary its opening and closing dates and to remove or cancel all or any part of the exhibition activities and content. The full value, or any part of the value, of the Story Pass will not be refunded nor will any compensation be payable if any of the Museum spaces become unavailable or if the Museum itself is closed.

No refund will be given if the Story Pass is not used or returned part-way through the year.

If you need to replace a lost Story Pass you will be charged a £5 administration fee. Lost or stolen Story Passes should immediately be reported to The Story Museum.

All Story Passes remain the property of The Story Museum and can be withdrawn at any time. Story Passes are non-transferable and cannot be sold, loaned or given away to, or used by, a third party.

Unless stated otherwise, a Story Pass cannot be used in conjunction with any promotional offer, voucher, or advance booking or with any discount or retail/café incentive.

Visitors to The Story Museum under 11 years of age must be accompanied, at all times, by an individual aged 16 years or over.

The Story Museum reserves the right to change the terms & conditions of our Story Pass at any time.