

N NATURAL HISTORY MUSEUM

Things you need to know about Dino Snores for Kids

Read our helpful questions and answers.

These questions and answers will help you get the most out of your sleepover adventure and prepare you for your night-time experience at the Museum.

What are the minimum group sizes?

The number of adults required for each group of children are as follows:

for one child one adult is required

for two to four children two adults are required

for five to 12 children three adults are required

for 13 to 20 children four adults are required

for 21 to 28 children five adults are required

for 29 to 36 children six adults are required

Can I add people to my group?

You can add children or adults to your booking if spaces are still available, but if the event is sold out this will not be possible. Please book early to avoid disappointment.

Are any forms needed for the children?

All children who are not accompanied by their parent or legal guardian must have a completed parent/legal guardian consent form.

The consent forms will be sent to you on booking and must be returned six weeks before the event.

Children without a signed consent form will not be allowed to attend the event.

What ages of children are allowed?

Dino Snores for kids is for children aged seven to 11. They must be aged seven or older on the night of the sleepover.

Why is there a minimum age?

The event's activities are designed for children aged between 7 and 11, and anyone attending outside this range might not enjoy the event as intended. We also must ensure that everyone enjoys the event equally, so it is for everyone's benefit we ask visitors to keep to this age range. Please do not purchase tickets for children outside of this age range as we may be unable to allow entry to the event.

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How many adults do we need?

Please see the section above on the minimum number of adults required for each group.

Adults will sleep in the same gallery as the children in their group. Accompanying adults must be at least 18 years old and bring ID with them to show at registration. One adult in each group will also be asked for their mobile phone number so we can contact them on the night if required.

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

Dino Snores for Kids sleepovers are for children aged seven to 11. Adults interested in sleeping over at the Museum should instead book tickets for Dino Snores for Grown-ups.

What is the schedule for the event?

18.45: Doors open, registration and camp set up

19.45: Welcome and briefing

20:00: Activity

20.45: Snack

21.30: Activity

22.05: Short break

22.25: Activity

23.15: Getting ready for bed

00.00: Lights out

7.00: Wake up

7.30: Breakfast

8.00: Activity

9:30: Dino Snores for kids finishes. Collect bags and belongings.

10:00: Museum opens to the public. You are welcome to stay in the Museum for as long as you wish.

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How do we get to the Museum?

The nearest Tube station is South Kensington (on the Piccadilly, District and Circle lines). There is limited street parking nearby on Exhibition Road.

When and where do we need to arrive?

Groups must arrive at the Museum's Darwin Centre at the Queen's Gate entrance by 18.45. You will receive further details about the event by email after booking.

Can parents/guardians wait inside until their child is registered?

If you are dropping off your children, but not staying for the evening, you can come to the Queen's Gate entrance but you will not be allowed to enter the Museum.

How much does it cost?

£60 per person, £54 for Members

You're guaranteed experienced staff who will ensure a safe and enjoyable event, materials for arts and crafts activities, overnight accommodation in our iconic venue, and breakfast the next day.

What do we have to bring?

Each child must bring a sleeping bag, toothbrush, evening snack and some clothes to sleep in (we recommend arriving in clothes you can sleep in to minimise the luggage you have to bring).

Overnight clothes must be suitable and warm enough 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 would advise you to bring a water bottle, a pillow and eye shades for sleeping (some lighting is left on overnight).

We provide thin foam sleeping mats, but you can bring your own if you prefer. For health and safety reasons we cannot allow any inflatable mats or mattresses. If you need to bring your own sleeping mat 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 with you 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.

Can I leave my bags at the Museum in the morning after the sleepover?

You can leave your coats and bags in the Museum cloakroom from 9:30. The usual daytime rates for stored items will apply (for more information please see Facilities). This is subject to availability as the cloakroom fills up quickly.

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Do we need to bring food?

We recommend you have a meal before attending and bring along a small snack for later in the evening.

We do not provide cutlery or plates for eating.

On arrival, your food will be taken to the eating areas, so please bring all the food for your group in one bag, separate from your other belongings. No food is allowed in the gallery areas.

In the morning we provide a cold breakfast of yoghurt, a mini raspberry muffin and apple juice. We cannot guarantee that our breakfast will be nut, gluten or dairy free.

If you or your children cannot eat the breakfast provided, please state this when booking and bring your own breakfast with you. Please ensure that these food items won't need refrigeration overnight. We will collect these items along with your dinner items on your arrival and keep them safe until you need them. Please ensure that you collect your breakfast items in the morning before the breakfast break by asking a member of staff who will direct you to your food bags.

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.

Can the adults bring alcohol?

The consumption of alcohol is strictly forbidden at Dino Snores for kids. If our staff suspect you have been consuming alcohol, our Events Manager has the right to search your bags and test your liquids. If you are caught with liquids containing alcohol your party will be removed 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 Event Manager and security team.

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Where do we change into our sleeping clothes?

Facilities will be available near to your sleeping area.

Where are the sleeping areas?

The Hintze Hall (formerly the Central Hall), the Whale Hall, and other exciting areas of the Museum.

Guests will be allocated into one of 6 teams for their activity schedule by the Events Team. Sleeping areas are different for each team and we cannot guarantee where you will be sleeping in advance or change your location on the night. If you require special assistance related to where you sleep, please inform the team upon booking.

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What are the sleeping arrangements for boys and girls?

Sleeping will be mixed – visitors of both genders within each group will sleep in the same area.

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

What are the adults' responsibilities?

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

Your responsibilities include following the rules your team leader gives you, keeping your group together and under control at all times, and making sure your group doesn't disturb those who are sleeping.

Adults are also responsible for bringing ID to show at registration.

What if one of my group falls ill?

We have first aiders at every event.

Can I bring a child who has special needs?

Yes. Dino Snores for kids encourages participation from children with special needs.

Please be aware it is your responsibility to ensure that any child with special needs is capable of getting the most from the events and is able to cope in an environment with a large number of other children. We will do all we can to ensure their needs are met wherever possible.

If anyone in your group has special needs, accessibility or health issues please let us know on booking.

Where can I find the dates for the next sleepovers?

Please check the event website where we update dates throughout the year.

What if I need to cancel or change my booking?

If you need to amend a confirmed booking the following conditions apply:

We cannot offer refunds once you have purchased your ticket.

If you need to change the date of your event, we require notice of at least 30 days before the date you originally booked. There is a £10 admin charge per ticket for moving your Dino Snores tickets. All ticket transfers are subject to availability and are at the manager's discretion. You can only move your booking to an event that is within one year of the date of your original event, and is in the same event series. After this point we cannot move your ticket or offer a refund.

You can add children or adults to your booking if spaces are still available (as long as you still comply with our group size requirements), but if the event is sold out this will not be possible. Please book early to

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avoid disappointment. (For information on the number of adults and children required for each group, please see the section on group sizes above.)

If you are collecting ticket fees from large groups please keep these booking terms in mind and allow enough time to tell us about any changes in numbers.

We are unable to confirm a booking until full payment has been received.

We do not offer refunds for cancelled bookings.

What if I have to leave early in the morning?

The Museum exits are closed between 23:30 and 7.00 and it is not possible to leave within these times except in an emergency. We do not advise leaving early (as you will miss some of the fun), but if you wish to leave between 7.00 and 9.30 in the morning please let us know when booking and we will do our best to accommodate this.

What if I'm running late?

If you think that you may not get here on time please email us at dino-snores@nhm.ac.uk.

Please be aware that you may miss some of the activities if you arrive late. We cannot allow entry into the event after 20.00, and no refunds will be given.

Who can I contact if I have more questions?

If you have more questions about the event, contact the visitor events team on +44 (0)20 7942 5283.