

Frequently Asked Questions

When can I buy tickets for Harry Potter: A History of Magic?

Exhibition tickets for 20 October to 31 December 2017 go on sale on Monday 3 April 2017 at 12 noon and will be sold online at www.bl.uk/harry-potter-exhibition

Tickets for 1 January to 28 February 2018 will be announced later this year. Keep up to date on our Harry Potter exhibition activities by signing-up to our mailing list.

How much are tickets?

Tickets for *Harry Potter: A History of Magic* cost £16 for adults and between £5 and £11 for concessions. Family tickets are available with 20% off the total ticket price. A family can be at least one adult and at least one child, with a maximum of six tickets in total.

Will I be charged a booking fee?

There are no booking fees.

Will you offer family tickets and concessions?

Yes, we will offer family tickets and concession tickets as we do for all of our ticketed exhibitions.

What are the opening hours for the exhibition?

We have extended our opening hours for this exhibition.

Opening Hours

Monday	10.00 – 18.00	last admission 17.00
Tuesday	16.00 – 20.00	last admission 19.00
Wednesday	13.00 – 18.00	last admission 17.00
Thursday	10.00 – 18.00	last admission 17.00
Friday	10.00 – 18.00	last admission 17.00
Saturday	10.00 – 17.00	last admission 16.00
Sunday	11.00 – 17.00	last admission 16.00

Bank holidays 11.00 – 17.00 Last admission 16.00

Opening hours over the Christmas period are yet to be confirmed.

Keep up to date on our Harry Potter exhibition opening hours by signing-up to our mailing list.

Is the exhibition suitable for children?

Yes, the exhibition has been designed for a family audience.

Do I need to buy tickets for children under 4?

Children who are aged 4 and under go free, however you will still need to book a ticket for them online in advance of your visit.

Will I be able to buy tickets in person from the British Library Box Office?

Due to popular demand, tickets for the exhibition are only available to buy online at www.bl.uk/harry-potter-exhibition and you will not be able to purchase them in person from the British Library Box Office or over the phone. This also applies to British Library Members and Friends of the British Library.

Can tickets be bought over the phone?

Due to popular demand, tickets for the exhibition are only available to buy online at www.bl.uk/harry-potter-exhibition. It is not possible to buy tickets over the phone.

Is there a limit to how many tickets I can buy at once?

You will be able to buy a maximum of six tickets.

I am a British Library Member – do I still need to book?

Due to popular demand, British Library Members will need to book online in advance of their visit. As a Member, you will get free entry for you and a guest. Members can attend the exhibition multiple times, subject to availability. All visits will need to be booked online.

I am a Joint Member – do I still need to book?

Joint Members will need to log in using the lead Member's details (the person who purchased the Membership). Joint Members will get free entry for themselves and a guest each. All visits will need to be booked online.

I am a Friend of the British Library – do I still need to book?

Due to popular demand, Friends will need to book online in advance of their visit for this exhibition. As a Friend, you will get one free ticket and be able to visit multiple times, subject to availability. All visits will need to be booked online.

Can British Library Members bring children in for free and if so, how many?

A Member can bring one guest, who can be a child or an adult (Joint Members will get free entry for themselves and a guest each). Children who are 4 and under go free, but you will need to book a ticket for each child in advance of your visit.

I am a British Library Member and there are no tickets available to book, how do I attend?

Unfortunately we're not able to guarantee tickets for Members if the exhibition has already sold out. Members need to book online in advance of their visit. We will be arranging a number of private views for Members. You will receive details later in the year.

I am a Friend of the British Library and there are no tickets available to book, how do I attend?

Unfortunately we're not able to guarantee tickets for Friends if the exhibition has already sold out. Friends need to book online in advance of their visit.

If I can't get a ticket on Monday 3 April 2017, will there be others?

We will release more ticket slots later in the year. Keep up-to-date on our Harry Potter exhibition activities by signing-up to our mailing list or visiting our website.

When will the tickets for January and February 2018 go on sale?

We will release more ticket slots later in the year. Keep up-to-date on our Harry Potter exhibition activities by signing-up to our mailing list or visiting our website.

I am having a problem with my booking. Who can I contact?

Please contact See Tickets directly at www.seetickets.com/customerservice

I have not received a confirmation email, what should I do?

Please contact See Tickets directly at www.seetickets.com/customerservice

Can I make a group booking?

We are not taking group bookings during usual exhibition opening times. The maximum number of tickets available in one transaction is six.

Can I book a private view of the exhibition?

Outside of normal opening hours, it is possible to book an event to include a private view of the exhibition for a minimum of 40 guests. Details can be obtained from SpecialEvents@bl.uk

I booked my tickets for the wrong day/time – can I change them?

Tickets are not transferable and not refundable.

What do I need to bring with me to the exhibition?

You need to bring your ticket and a proof of ID on your visit.

Please note tickets are non-transferable.

Can I bring a school party to the exhibition?

We will be taking bookings for school visits later in the spring. To find out more you can sign-up to our Harry Potter: A History of Magic schools mailing list at www.bl.uk/learning. School visits are free.

How long will it take me to go through the exhibition?

It varies hugely from person to person, but as a guide we expect that your visit will take at least 1 – 1.5 hours.

Will the exhibition go on tour?

We do not have any plans for this at present.

Is the exhibition wheelchair accessible?

The exhibition is wheelchair accessible. When travelling to the Library, there are parking bays in Ossulston Street and step-free access to the building.

Will there be buggy park/pushchair access onsite?

There will be buggy areas for visitors to use when attending the exhibition.

Where can I park?

There is no onsite parking. Metered parking (8:30-18:30) is available on Ossulston Street (3 spaces only). The nearest car park is the NCP one on Judd Street, which is a 10 minute walk from the Library.

What are the closest Rail and London underground stations?

We are close to St Pancras International, King's Cross and Euston stations.

Which bus routes pass by the British Library?

Bus routes 10, 30, 59, 73, 91, 205, 390 and 476 pass the Library, along the Euston Road.

Is there an audio guide/visually impaired guide or information in large print about the exhibition?

Plans for an audio guide are currently being explored. Large print exhibition guides will be available upon request from our Information desk.

What is the re-entry policy?

Re-entry is not permitted.

What catering facilities are available in the Library?

The Library has a number of restaurants and cafes serving refreshments and hot and cold food.