

Frequently Asked Questions

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 16.30
Tuesday	16.00 – 20.00	last admission 18.30
Wednesday	13.00 – 18.00	last admission 16.30
Thursday	10.00 – 18.00	last admission 16.30
Friday	10.00 – 18.00	last admission 16.30
Saturday	10.00 – 17.00	last admission 15.30
Sunday	11.00 – 17.00	last admission 15.30

Bank holidays 11.00 – 17.00 last admission 15.30

The British Library will be closed 24 – 27 December (inclusive) and 1 January. Full details of the Library's seasonal closures can be found at www.bl.uk/aboutus/quickinfo/loc/seasonalclosures/index.html

Keep up to date on our Harry Potter exhibition opening hours by signing up to our mailing list at exhibitions.bl.uk/harry-potter-exhibition-notification-entry

Is the exhibition suitable for children?

Yes, the exhibition has been designed for a family audience. Children under the age of 12 must be accompanied by an adult.

Do I need to buy tickets for children under four years old?

Children aged four 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.

Members

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 aged four 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.

I have just bought a Membership to the British Library, how long do I have to wait before I can book Harry Potter tickets?

If you bought your Membership online on the Harry Potter ticketing page then you will be able to select your free tickets at the same time and check out in one transaction. If you bought Membership direct from the British Library either online, over the phone or in person then you should wait 24 hours before attempting to log in and claim your free tickets.

I bought Membership on the Harry Potter ticketing page, how long will it take for my Membership pack and card(s) to arrive?

Membership packs and card(s) will be posted the next day. If you still haven't receive your Membership pack after 7 days please contact British Library Customer Services on 01937 546060. Lines are open Monday – Friday, 09.00 – 17.00.

As a Member what should I bring with me to Harry Potter?

You must bring both your print at home ticket (either in paper or electronic format) and your Membership card.

What should I do if I have a query about Membership?

You should contact British Library Customer Services on members@bl.uk or 01937 546060. Lines are open Monday – Friday 09.00 – 17.00.

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

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

Harry Potter: A History of Magic

20 October 2017 – 28 February 2018

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?

Free school workshops which include entry to the exhibition will be available to book from Thursday 22 June 2017. Sessions are available for Year 3 to Year 13 students and must be booked in advance online. Visit www.bl.uk/learning for full details.

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 (08.30 – 18.30) is available on Ossulston Street (three 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.