

# Discovery Museum

## Frequently Asked Questions

### General

#### How do I contact you about hiring a space?

Contact the Sales & Events Team by filling out our contact form [here](#) or emailing us at [venuehire@twmuseums.org.uk](mailto:venuehire@twmuseums.org.uk). Telephone: (0191) 277 2303.

#### What kinds of events do you host?

We host a wide range of events, including weddings, proms, dinners, conferences, corporate events, birthday parties, Christmas parties, away days, board meetings, and team-building activities. Please note, that we reserve the right to decline events at our discretion.

#### What is included in the venue hire fee?

Exclusive use of the chosen venue hire space on your event date and time.  
The full operational support from the Sales & Event Team in the run-up to your event.  
Audio-visual equipment.  
Tables, chairs, crockery, cutlery, and glassware.  
Front of house staff support.

Please note that hiring a space within the museum for a wedding or private event does not grant exclusive access to the entire museum. Guests will only have access to the specific area(s) hired for the event, during the times specified in the booking agreement. The rest of the museum will remain open to the public and other visitors during regular operating hours. We do not provide an AV technician within this fee.

#### Do you offer a DDR?

We can't offer a delegate day rate because we work with several caterers and suppliers. Venue hire and catering costs are therefore quoted separately.

#### What are the minimum numbers required to hire the venue?

Minimum numbers will depend on your confirmed numbers, we do not impose a minimum spend on catering and all final numbers are due 14 days before the event date.

#### What are your maximum room capacities and where can I find each room?

Please see the table below detailing maximum room capacities and which floor each room is located on:

Discovery Museum	Location	Standing reception	Theatre	Cabaret (max of 30 tables)	Dinner	Boardroom
Great Hall	4th floor	300	249 Maximum due to fire regulations	280	300	-
Carpathia Room	Ground floor	40	40	-	-	20
Mauretania Room (with set furniture)	Ground floor	15	-	-	-	-
Northumbria Room	Ground floor	-	15	-	-	15
Science Maze Gallery*	2nd floor	100	-	-	-	-
Story of the Tyne Gallery*	1st floor	100	-	-	-	-
Turbinia Gallery*	Ground floor	150	-	-	100	-
Whole Museum	-	1000	-	-	-	-

\*Clear liquids only in these galleries

## Can I visit the venue before booking?

Yes, we can arrange for you to have a show-around with our Sales & Events Team. Alternatively, you can take a virtual show-around of the majority of event spaces. Please see the links below:

[Great Hall](#)

[Science Maze Gallery](#)

[Story of the Tyne Gallery](#)

[Turbinia Gallery](#)

## Is your venue accessible?

Yes, our venue is fully accessible. Visit our [accessibility page](#) for more information.

## **Can we hold our preferred date?**

Yes, we can hold a date for up to 14 days while you decide. If another customer enquires about booking the same space and date, we will send you an email to offer you a first refusal. You will have 24 hours to respond to this email and either confirm your booking or release the date.

## **Do you have any restrictions?**

Yes, we do have some restrictions. The restrictions we put in place are there to preserve the building and collections. Discovery Museum's restrictions include:

No smoking – cigarettes, e-cigarettes or vapes

No naked flames, candles or candelabras (LED candles and battery-operated candles are permitted)

No glitter or confetti. Biodegradable confetti can be used outside the venue's entrance. Confetti cannot be thrown inside the venue

No dry ice

No smoke machines

No sand

No animals may be admitted, except for assistance animals

No white or blue tack on the woodwork in the Great Hall

No planted greenery. The museum contains delicate collections which can be affected by pests. Therefore, plants in pots must not be brought into the museum. Cut flowers/greenery will be considered on a case-by-case basis

Helium balloons are not permitted in the venue. Only weighted balloons are allowed as decorations.

Please contact us if you wish to bring wooden items or furniture into the museum.

## **Are there timing restrictions for my event? Can I leave something overnight? Can I bring something in early?**

Please arrive at the start of your specific hire period. If you require additional set-up time, please indicate this on booking and your event coordinator will be able to quote you appropriately. It may be possible to drop off items the day before your event if there are no other bookings in the space. All items must be taken offsite at the end of your event.

## **Do you have a cloakroom?**

We do not have a specific cloakroom, however we do supply coat rails on request.

## **Food and Drink**

### **Can we bring our own food and drink?**

Discovery Museum does not allow outside catering. For bookings up to 50 people, our catering is provided in-house.

For bookings over 50 people (and any hot food bookings), we work with a panel of caterers to provide bespoke food options for your event. Please view our catering menus below for further details.

#### [TWAME Drinks Menu](#)

Bookings for up to 50 people only:

#### [In-house catering menu](#)

Bookings for 60 people and over only:

#### [Preferred catering supplier - Jacksons Catering](#)

#### [Preferred catering supplier - Jacob and Tori](#)

#### [Preferred catering supplier - TFI Wali](#)

### **What happens if some of our guests have dietary requirements?**

We require all dietary information at least two weeks before the event date and they will be catered for with an appropriate meal.

### **Can you provide a bar?**

Yes, we have a bar in the Great Hall, which can be included in your booking. This bar comes with a minimum spend of £250 plus VAT. If you have booked a dinner event, the bar is included in the venue hire price.

We do not offer drinks on consumption or corkage.

### **What time will the bar close?**

Last orders at the bar will be 30 minutes before the end of your event, with everybody leaving the venue at the agreed time.

### **Room decoration and set-up**

### **Do you have a floor plan of the Great Hall?**

Yes, please view the floor plan of the Great Hall [here](#).

## **Do you have a stage?**

The Great Hall has a built-in stage of 9.23m(L) x 3.79m(W) x 0.45m(H).

## **Do you have a dance floor?**

We do not supply dance floors but you are welcome to hire this in.

## **Where can my suppliers load in equipment?**

We have a loading entrance at the southeastern corner of the building for suppliers to make deliveries and collections. This can be accessed from Westmoreland Road.

Discovery Museum has two lifts that can access all floors:

A Lift (goods lift) – L: 1880 mm, W: 1500 mm, H: 2020 mm

G Lift (customer lift) – L: 2000 mm, W:1380 mm, H: 2100 mm

[If you require assistance loading in, please call the Duty Manager mobile number on 07890 160745.](#)

## **Audio-visual and Wi-Fi access**

### **Do you have Wi-Fi in your museum?**

Tyne & Wear Archives & Museums does not have its own Wi-Fi network, however, there are a number of free public Wi-Fi networks that are accessible throughout the museum including GoDigital\_WiFi, Newcastle-Public and GovWifi. No password is required to connect GoDigital\_WiFi or Newcastle-Public. Please find instructions [here](#) on how to connect to GovWifi.

### **What AV equipment do you offer?**

In our Great Hall, the following equipment is included in the venue hire fee:

Projector and screen

Laptop

PA system – music can also be played from a mobile phone or iPad. The connection is a 3.5mm headphone jack/socket. Please ensure you bring the correct adaptors and connection leads along with you.

Handheld microphones (up to three)

Lectern

The Carpathia Room (20-40 pax), Northumbria Room (15 pax boardroom) and Mauretania Room (15 pax with set furniture) can be equipped with a TV screen & HDMI connection for presentations.

All AV equipment must be booked in advance of the event taking place.

## **Can I hire an AV company to install AV equipment for my event?**

Yes, but please note all suppliers must be covered by adequate commercial insurance, including public liability insurance to the minimum of £5,000,000 during the event. Your power requirements must be discussed and cleared with your event coordinator at least 14 days before the event date. Relevant and up-to-date PAT certificates must be made available if requested by your event coordinator for all electrical equipment brought into the premises.

[Preferred suppliers](#)

## **Entertainment**

### **Can I hire entertainment?**

Examples of entertainment could include; DJ, band and/or singer, dancefloor, photo booths, artificial flower walls, and magicians.

Please note all suppliers must be covered by adequate commercial insurance that should include public liability insurance to the minimum of £5,000,000 during the event. Suppliers must provide the venue with relevant and up to date PLI and PAT certificates before the event.

We reserve the right to refuse the use of any entertainment or equipment at our discretion.

## **How to get here and parking**

### **Do you have onsite parking available?**

We do not have our own onsite carpark. There is limited pay and display parking available directly outside the museum in Blandford Square, but this tends to fill very quickly, especially on busy days such as school holidays. There is additional parking close-by the museum in Grainger Town multi-storey car park located on Waterloo Street (this is located opposite side of St. James' Boulevard to Discovery Museum).

### **Is there public transport close-by / directions to venue (How to get here)?**

Yes, we are a 5-minute walk from Newcastle Central Station. For specific directions to our venue please click [here](#).

## **Booking process and payments**

## **Can I make a provisional booking?**

Yes, a booking is considered provisional until a signed Function Sheet, Acceptance of Terms and Conditions Form, and the deposit are received.

If another client requests the same date, you must confirm your booking and pay the deposit within 48 hours, or your provisional booking will be released.

## **Do we have to pay a deposit?**

Yes, a 30% deposit will be requested at the point of confirmation. The payment must be paid within 14 days of confirmation. If a month or more has passed since you received the deposit invoice, you must confirm your booking and pay within five working days, or the provisional booking will be released. All payments must be made in Sterling.

## **How many other payments will be needed?**

After the deposit, we require the final balance 14 days before the event date.

## **What is your cancellation policy?**

Cancellations must be made in writing, and refunds depend on the cancellation date:  
More than 6 months before: 20% of the deposit refunded.  
3-6 months before: 10% of the deposit refunded.

Less than 3 months before: No refund of the deposit.

Less than 10 days before: All charges for the event are retained.

TWAME may cancel a booking if the event is deemed inappropriate or payment timings are not met. In such cases, deposits are refunded, but TWAME is not liable for any incurred costs.