



DESTINATION
RUGBY
UNITED KINGDOM

FREQUENTLY ASKED QUESTIONS

Our helpful staff will be on hand to answer any questions you have and ensure measures are being followed. Below are key questions you may have prior visiting.

How do I book a ticket online?

Book a ticket for the World Rugby Hall of Fame using the button below. If you would like to visit Rugby Art Gallery & Museum too, you will need to book them [separately](#). When you book a ticket online, you will be required to register on our booking system. This is essential for you to receive your ticket and to manage future bookings, should you wish to re-visit. Furthermore, in line with government guidance, the personal details you provide as part of booking may be used to support the NHS Track and Trace process.

For phone bookings, please call the Visitor Centre on +44 (0) 1788 533217 Tues-Sat 10:00-16:45, or e-mail visitor.centre@rugby.gov.uk

[Get Tickets](#)

What if I don't have access to a phone or computer?

We understand that not everyone will have access to a phone or a computer, for these reasons we allow visitors to book a ticket at the information desk/kiosk located outside the building. If you book in person, you will be offered a system registration to manage future bookings. Should you wish to decline, we will only record essential contact tracing details; these will be kept for 21 days to ensure they can be passed on to the NHS Track and Trace scheme if necessary.

Can I book a ticket for my friend?

Yes, up to two households visiting together are allowed in the booked slot. Contact tracing details will be collected for the 'lead member' of the group making the booking.

How do I present my ticket?

You can show your tickets to one of our staff members upon entrance to the building on your smartphone. Failing this, you can print off your ticket and show this to our staff upon arrival.

When I visit the Rugby Art Gallery & Museum, or the Hall of Fame will you need to keep my details?

When you book a ticket online, you will be required to register on our booking system. This is essential for you to receive your ticket and to manage future bookings, should you wish to re-visit. Furthermore, in line with government guidance, the personal details you provide as part of the booking may be used to support the NHS Track and Trace process.

If you book in person with a member of staff, you will be offered a system registration for the purposes outlined above. Should you wish to decline, we will only record essential contact tracing details; these will be kept for 21 days to ensure they can be passed on to the NHS Track and Trace scheme if necessary.

Am I required to wear a face covering when visiting the building?

Visitors to the shop must wear a face covering as required by law.

Visitors to the World Rugby Hall of Fame and Rugby Art Gallery & Museum are not required to wear face coverings, however we encourage you to wear a face covering when you visit.



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Will I be able to sanitise my hands regularly?

There are sanitising stations throughout the building for you to use.

Can I just visit the shop?

Yes. Access to the Visitor Centre and shop will be limited to one group visiting at any one time, or two individuals observing 2 metres distancing. Contact tracing details will be collected. Visitors to the shop must wear a face covering as required by law.

Will the toilets be available?

The toilets will be available on request for booked in users of the building only. For track and trace we will note which visitors use the toilets.

Is Maia Café open yet?

Not yet, we hope they will re-join us soon.

