

Tolkien

MAKER OF MIDDLE-EARTH

Weston Library, Bodleian Libraries, Oxford
1 June – 28 October 2018

Frequently Asked Questions (rev 5 September 2018)

How do I book tickets for *Tolkien: Maker of Middle-earth*?

Exhibition tickets can be booked in advance online at <https://tolkien.bodleian.ox.ac.uk>. Booking online is the easiest and quickest way to book your tickets.

It is also possible to book tickets by phone by ringing the Ashmolean and Bodleian Box Office at 01865 278112. The Box Office is only staffed Monday-Sunday 11:00-15:00; there is a 24/7 answerphone and messages will be responded to within 24 hours.

There will be some tickets available on the day on a first come, first served basis from the Information Desk in the Weston Library. The Information Desk is staffed Monday – Friday 08:30 – 17:00, Saturdays 09:00–17:00 and Sundays 11:00–17:00.

How much are tickets?

Tickets for *Tolkien: Maker of Middle-earth* are free.

There is a £1 per transaction booking fee for online tickets, and a £2 per transaction booking fee for telephone bookings through the Box Office. There is no fee for same day tickets booked in person.

What are the opening hours for the exhibition?

Opening Hours

Monday	10:00 – 17:00 (last admission 16:30)
Tuesday	10:00 – 17:00 (last admission 16:30)
Wednesday	10:00 – 17:00 (last admission 16:30)
Thursday	10:00 – 17:00 (last admission 16:30)
Friday	10:00 – 17:00 (last admission 16:30)
Saturday	10:00 – 17:00 (last admission 16:30)
Sunday	11:00 – 17:00 (last admission 16:30)
Bank holidays	10:00 – 17:00 (last admission 16:30)

Is the exhibition suitable for children?

The exhibition is suitable for all ages. Children under the age of 12 must be accompanied by an adult. Parents or guardians may be interested in our teachers' guide to the exhibition: <https://tolkien.bodleian.ox.ac.uk/wp-content/uploads/2018/05/Bodleian-Tolkien-Teachers-Guide.pdf>.

Do I need to book tickets for children?

Tickets should be booked for all children other than 'babes in arms'. Please be aware that space in the gallery is limited, and prams may be difficult to navigate.

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

You will be able to book a maximum of eight tickets.

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

Due to popular demand, Friends will need to book tickets to this exhibition. Unfortunately we're not able to guarantee tickets for Friends if the exhibition has already sold out, though there will always be tickets available on the day on a first come, first served basis.

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

You need to be able to show your ticket at the door. Please ensure you show ticket with the barcode, not just the confirmation email.

We are able to scan tickets on mobile devices.

We expect the exhibition to be busy, so please arrive in good time for your entrance slot. We may ask you to queue to avoid the exhibition gallery becoming overcrowded.

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

Please contact the Ashmolean and Bodleian Box Office at 01865 278112 or onlinetickets@ashmus.ox.ac.uk.

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

Please contact the Ashmolean and Bodleian Box Office at 01865 278112 or onlinetickets@ashmus.ox.ac.uk.

I've lost my ticket confirmation. How can I get a new one?

Please contact the Ashmolean and Bodleian Box Office at 01865 278112 or onlinetickets@ashmus.ox.ac.uk.

How do I amend my booking?

Tickets cannot be transferred or exchanged. To attend a different time or date, please book new tickets online at <https://tolkien.bodleian.ox.ac.uk>.

How do I cancel my ticket?

If you are unable to attend, there is no need to notify the Ashmolean and Bodleian Box Office.

Can I make a group booking?

To make a group booking, please contact the Ashmolean and Bodleian Box Office at 01865 278112. Group sizes are limited to 30. There is a £2 per transaction booking fee for telephone bookings – this also applies to all group bookings.

Can I bring a school group to the exhibition?

Enquiries for UK school groups during term time should be directed to our Education Officer at education@bodleian.ox.ac.uk. All other group and school bookings should contact the Ashmolean and Bodleian Box Office at 01865 278112. Group sizes are limited to 30. There is a £2 per transaction booking fee for telephone bookings – this also applies to all group bookings.

Can I book a private view of the exhibition?

Outside of normal opening hours, it is possible to book a private view of the exhibition as part of an event booking that includes the Weston Library's Blackwell Hall. More information is available on our Venue Hire pages at <https://www.bodleian.ox.ac.uk/whatson/venue-hire> or by emailing events@bodleian.ox.ac.uk.

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

It varies hugely from person to person; the exhibition is in one gallery and as a guide we expect that your visit will take approximately 30-45 minutes.

What if I'm late for my slot? Will I still be allowed in?

Your entry time is for up to 30 minutes from the start time of your booked slot. If you arrive after that time slot and the exhibition is sold out at that time, unfortunately you will not be allowed to enter the exhibition. If we are not fully booked to capacity, we may be able to offer some flexibility. Please go to our Information Desk when you arrive and staff there will be able to advise you further.

What is the re-entry policy?

Re-entry is not permitted.

Is photography allowed in the exhibition?

Unfortunately photography is not allowed in this exhibition.

Will the exhibition go on tour?

The exhibition will visit the Morgan Library in New York City from January to May 2019. In late 2019, the Bodleian Libraries and Bibliothèque nationale de France (BNF), Paris, will collaborate on the largest Tolkien exhibition ever to be held in France.

Is the exhibition wheelchair accessible?

The exhibition is wheelchair accessible. For further information about access to the building more generally, please see our access guide at <https://www.admin.ox.ac.uk/access/libraries/westonlibrary/westonlibraryexhibitionspace/>.

Is there information in large print about the exhibition?

Large print exhibition guides will be available upon request from room attendants.

How do I get to the exhibition?

The Weston Library is easily accessible by local buses, trains and coach. The Library is approximately a 15 minute walk from Oxford Railway Station, and a 5-10 minute from local bus stops. For detailed information about trains and coaches to Oxford as well as parking, please see <https://www.ox.ac.uk/visitors/visiting-oxford/how-get-oxford?wssl=1>.

Where can I park?

Many Oxford streets are closed to traffic and parking is severely limited. Visitors are encouraged to use the five Park and Ride bus services. The [Oxford Bus Company](#) has detailed information on Park and Ride locations, timetables and fares.

What catering facilities are available in the Weston Library?

The public café in the Weston Library serves refreshments and hot and cold food. The café opening hours are:

Monday-Friday	08:30 – 17:00
Saturday	09:00 – 17:00
Sunday	11:00 – 17:00

Where can I buy exhibition gifts, books and other merchandise?

From June 2018, the Bodleian Library Shop will offer a range of bespoke merchandise featuring Tolkien illustrations and content. You can visit the shop in person, or [shop the Tolkien collection online](#). You can also order copies of the [exhibition catalogue](#) and the [Tolkien Treasures](#) book.