



## How to Request a Reservation

### 1. Review program offerings on the website

We recommend you begin by reviewing the programs we offer on the Museum's website. This will give you the best idea of what to look for once you enter our reservation software.

### 2. Log into the reservation software

**If you are a new user, you'll need to create an account.**

Open the [reservation form](#) to create an account.

In "New User Details" enter your email address and create a password.

For "Group Information and Day of Visit Contact"

- If you are registering multiple groups, be sure to use your information. Otherwise you need to make a new account for every tour you book.
- Select group type. If you work exclusively with students, select "Student." If you work with adults, select "Other."
- Leader Name and Contact: Enter your information.
- For day-of visit contact: Enter your information.

Hit submit.

**If you are a returning user ...**

Enter the user ID and password you used previously to log in.

If you have forgotten your password, click "Forgot your password?" under "How to submit your reservation request."

### 3. Request a program reservation

If you're not redirected automatically to the reservation software, [you'll want to navigate there](#).

You may need to sign in using the account you created above.





You will now see a calendar, showing the current month. Above the calendar, there are three icons:

- My Programs will show your account request history (pending and past)
- Edit My Profile allows you to make any changes to your account.
- Find Programs is what you'll want to select to make a new reservation.

To make a new reservation click on "Find programs."

Select the image of the location you would like to reserve the program in person or virtually.

You will then be able to select your preferred date and program to see if there is still availability.

*All museum programs require three weeks advanced notice to reserve. In busy periods, like spring and summer months, programs may fill quickly.*

To make your reservation request, select "Reserve Now" and enter your group's preferred program theme, number of students and chaperones, and grade level.

If your group has special needs, such as alternative timing, language requests, or accessibility support, please record it in the "Special Needs" text box.

Select "Sign Up" to submit your request.

**Please Note:** *This does not guarantee a reservation. When you submit your reservation request, you will receive an automatic email confirming receipt. The Tour and Reservations team tries to review requests within three to five business days.*

### 3. Receive confirmation

The Tour and Reservations staff will confirm your program is reserved via email.

If you are visiting the National Air and Space Museum on the National Mall, tours and reservation staff will also reserve free timed-entry passes for your group and share them with you.

As certain programs require additional staffing to be secured, select programs may not be officially confirmed until a week before your visit. Many of our





programs require volunteer assistance. If we are unable to secure the required number of volunteers, with will reach out with alternatives.

### **Need Assistance?**

Please contact the Tours and Reservations Office by [email](#) or phone at [202-633-2563](tel:202-633-2563).

