

RESEARCH AT THE REME MUSEUM ARCHIVES

Visitor and research rules and arrangements are put in place to help us preserve our heritage for present and future generations.

Opening Times

Visits are by appointment. Please contact archives@rememuseum.org.uk or telephone 01249 894865 for further information or to book your visit. We require at least 48 hours advance notice of your visit.

Opening hours: Tuesday to Friday from 10:00 – 16:30

Research Visits and Enquiries

We will answer research enquiries sent to us by email, telephone or letter. It is not always possible to respond to enquiries immediately. We try to answer enquiries in the order in which they are received. We will acknowledge receipt of your enquiry within 5 working days and try to provide a final response within 20 working days where possible.

You are also welcome to visit the Museum Archives to do your own research.

Visitor and Research Fees

Admission and research fees are used to assist the REME Museum, a registered charity, to fund the continued care and conservation of the collections for use by future generations.

Research visits in person: a fee of £10 is charged to access the Archives

Research by Museum Staff:

First hour of research: free

£20 per hour for each additional hour thereafter

If your visit is for a commercial purpose we will require a full description of the project prior to research being done. A consultancy fee may apply.

Personal Records of Service

The REME Museum does not hold the personal 'Records of Service' of service personnel. These can be obtained from the Army Personnel Centre (APC) at Glasgow. Please see: <https://www.gov.uk/get-copy-military-service-records>. The APC provides copies of the actual documents written at the time (e.g. during World War 2), steeped in the acronyms of the day, which can be confusing and difficult to understand. We offer a service of review of these records and produce a written account of the person's service by using the copies obtained from the APC, together with added material from the Archives and general references on Army history. A fee of £59 is charged for this service.

On the day of your visit

Reader visits are accommodated in our Conference / Reading Room, where your visit will be supervised.

You will be asked to register on your first visit. **Please bring with you a form of identity giving name and address** and you will be issued with a reader ticket, which is valid for one year. The kinds of identity which we will accept are:

- driving licence; recent official bill or invoice; passport

Coats, bags and umbrellas must be placed in the lockers provided for this purpose – these are not allowed in the reference area.

Research materials (notes, pencils, digital camera) should be placed into one of the clear plastic wallets provided and taken to the reference area. **No pens are allowed.**

No eating or drinking (including sweets and gum) is allowed; a refreshment area and the Museum café are available for breaks.

Mobiles must be kept on silent.

Camera sound and flash must be turned off.

HANDLING ARCHIVES

You may find that you need to consult several different types of material during your visit, such as books, files, photographs and maps. Read our advice on how to handle archives which is provided in a separate information sheet.

COPYING MATERIAL

We are able to provide reproductions of material. We will advise on what may be copied, the most suitable method and the cost.

ISSUE AND RETURN OF ARCHIVAL DOCUMENTS

Large quantities of material will be issued in sections and not all at once.

Requests for additional items on the day will be considered on a case-by-case basis, but may not be possible.

You are responsible for the items issued to you until they are returned.

FEEDBACK

We value your feedback about your experience and any suggestions you may have to improve our service, so therefore ask that you complete our evaluation form. Thank you for your patience and cooperation.