

Frequently Asked Questions

What is VR?

VR stands for Virtual Reality. Virtual Reality technology seeks to create a realistic three-dimensional image or environment that a human can perceive as real, and even interact with in realistic ways. This is done through the use of VR headsets and controllers or hand tracking. It is a totally immersive experience allowing you to interact with a totally different world.

Is there an Age Limit for the Experience?

Due to the size of the equipment and the intellectual content of the experience we can only accommodate people from 13 years and upwards.

Are there any restrictions for using the VR experience?

In addition to the age restriction there is a disclaimer form highlighting the potential risks of experiencing VR and a list of pre-existing medical conditions which may be affected by experiencing VR. You will be required to sign the disclaimer prior to being allowed to participate in the experience. Children under the age of 18 must have the form signed by a parent or legal guardian. No one will be able to use the VR Experience without a signed disclaimer form.

Can the experience accommodate individuals with disabilities?

The experience can accommodate wheelchair access should a wheelchair user be unable to sit on the rumble chair.

Visitors with learning disabilities can opt to choose a calmer less stimulating route through the environments.

The restrictions highlighted in the disclaimer will still apply.

Is the experience bilingual?

The experience is available in both Welsh and English.

Do you move around during the experience?

This is a seated experience. Any interaction will take place using your arms and hands only.

Can I wear Glasses?

It depends of your personal comfort and the size of your frames. Many people are happy to wear their glasses under the headset. The lenses are quite close to your eyes so as long as you aren't too short sighted you may not need your glasses. We do however, recommend you bring them along with you. Contact lenses also work.

How long is the experience?

The experience will last approximately 15-20 minutes including the time it takes to fit the headsets.

What Equipment do you have?

We are currently using the HTC Vive Headset with built in audio giving each player personal 3D surround sound. Each headset is connected to a high end gaming PC which powers the visuals and 3D world you see in the experience. The interaction takes place via hand tracking. You may be required to remove large rings to ensure the sensors can pick up hand movements. There is also a rumble chair to give the effect of movement.

Can we book online?

Yes, we recommend it. Follow the link on the webpage to buy tickets before you visit the museum. Some tickets may be available to buy on the day, if there are any left. Please note there is limited capacity with allotted time slots. Once purchased, tickets will not be reallocated.

What happens if I am late for my time slot?

Due to the timings of the experience latecomers cannot be admitted and no refunds will be provided.

What do I do if I feel unwell?

There will be a staff member present during your experience, if you feel unwell please alert them and they will help you. Users can also remove the headset at any time.

Refunds

Tickets are non-refundable unless the experience is closed due to an emergency or technical fault. In this case please keep your ticket and we will refund you the full cost

Is the information in the experience factual?

The experience tells the story of a journey through geological time and every effort has been made to ensure the details of the landscape, plants and animals are accurate for the time periods

Can I find the specimens from the experience in the museum?

The samples used in the experience can be found in the Evolution of Wales gallery at the museum.