

School's guidance document



This document has been designed to help guide you through your day with us at Warwick Castle and inform you of the measures we have put in place in order that your school, our other guests and staff have the most amazing day and safe at the castle. Please use this document in conjunction with our risk assessment guidance and safeguarding documents. Link below:

[School Trips | Warwick Castle Education \(warwick-castle.com\)](http://warwick-castle.com)

We ask that you read through this guidance prior to your day with us and sign on the day of your visit that you and your group leaders have read, understood, and agree to follow this guidance.

Please note: There are areas of the castle where we actively manage school groups and ask that schools co-operate with our team members at all times.

Health and Safety and Safeguarding

Please be aware that whilst we operate rigorous Health and Safety/Safeguarding policies and procedures at Warwick castle, the ultimate responsibility for the safety of school children rests with the school and lead teacher.

Please make sure that you have read and understood our online schools risk assessment and safeguarding policy.

Before Your Visit

Please follow the link below to find useful teacher planning tools, including Risk and Safeguarding assessments, and an Itinerary planner.

[School Trips | Warwick Castle Education \(warwick-castle.com\)](http://warwick-castle.com)

The Following link will take you to information on our tours and workshops. You will also find downloadable self-guided tour information of all permanent attractions at the castle. The documents have been designed in order that teachers can deliver the best and most accurate information to their classes.

[School Workshops & Tours | Warwick Castle Education \(warwick-castle.com\)](http://warwick-castle.com)

Pre-Visit Planning Tickets

Your booking entitles you to two complimentary pre-planning tickets, so that you can visit and plan your day to make the most of your school's trip to Warwick Castle.

To obtain your tickets please contact: Education@warwick-castle.com

Pupil Teacher Ratio.

We ask that you respect the minimum ratios below, as your school may not be permitted onto site if it is felt that supervision level is not in line with our Health and Safety guidelines.

- **Pre-School** **1:3**
- **Primary** **1:5**
- **High school** **1:12**
- **Further Education** **1:12**

Free roaming

Please adhere to the following rules on free roaming. Please note that pupils under the age of 16 should always be supervised In the Great Hall and State Rooms, The Towers and Ramparts and in all shops.

- Early years and years 1 to 6: We ask that these children are supervised at all times.
- High School and further education: Free roaming is permitted.

Disruptive or Dangerous Behaviour

We recognise that a trip to Warwick Castle is an exciting day for your pupils, and at times children can become a little over excited. This is usually easily dealt with by a quiet word from teachers or Warwick Castle staff. We ask for your support in this.

Should any pupils engage in dangerous or disruptive behaviour, which threatens the Health and Safety or enjoyment of a day at the castle for our other schools or guests, our staff are trained to follow a process of escalation, which in severe cases could result in your school being asked to leave Warwick Castle.

Zog Playland

The Zog Playland is much loved by our younger visitors, for the security and enjoyment of those visitors this area is limited to school groups year 4 and below. Please brief your staff, adult helpers and pupils accordingly.

SEND Support

In order that we can best help you to support your SEND pupils, it is important that we have advance notice of any SEND provision required. Should you require further information please contact our School's Officer. (Schoolsofficer@warwick_castle.com).

Care Plans and specific internal school policies

In some cases, you may have policies in place, such as a positive intervention policy or an individual care plan. On occasion the needs of such policies may mean that we might be required to adjust our own processes. We can make such adjustments, providing that they do not fall outside of our own health and safety and safeguarding policies. It is important that we have prior notice of such policies, in order that we can best support you and our other guests and staff. In these cases, please contact the School's Officer.

Welfare and Sensory Room

This is located in our main castle courtyard and is open to any guest or school who might need a quiet/welfare space for any reason. Should you need to use this space please speak to any member of staff. Access is via a coded lock, exit is a self-service push button.

For full details of accessibility provision at Warwick Castle please follow the link below.

Accessibility@warwick-castle.com

Warwick Castle is a Cashless Site

Please ensure that the trip leader is aware that all the castle's food and retail outlets take credit/debit cards only.

Lunch and wet weather provision

Inside lunch space is extremely limited at Warwick Castle. It is therefore not possible to pre-book space, except in certain cases where there are complex SEND considerations. In this case, please contact the School's Officer to talk through your needs. In all other situations any available lunch space will be allocated on a first come first served basis, with priority given to reception and years 1 and 2.

Packed Lunch Storage

Whilst we make every effort to accommodate storage for our youngest school visitors. Please note that this cannot be always guaranteed.

Public Restaurants

Please note school groups are not permitted to eat packed lunches in our onsite restaurants.

Pre-ordered packed Lunches

Warwick Castle can supply packed lunches at a competitive price. These consist of a choice of a Ham or Cheese Sandwich, 330ml of Water, a Grape & Apple Fruit bag and a bag of kids' Sweet Popcorn. These can be delivered either to picnic or, in inclement weather, in our Knights Village restaurant. For further details or to order please contact:

Education@warwick-castle.com

Arrival at the castle

On Arrival at Warwick Castle your coach will be directed to drop off and then park. On disembarkation we ask that you make sure that all children are moved to a safe area before organising them and that you follow the marked pedestrian routes into the main entrance.

Upon arrival at the main entrance, you will be met by a member of the school's team, who will register your school and confirm that you have all the information you need to ensure a perfect day with us. You will be asked to provide contact number(s) Your group will then enter the castle to begin a fantastic day.

Tours and Workshops

Times and locations of any tour or workshop you have booked will be confirmed with you on arrival. Please make sure that this information is communicated to all group leaders.

Late arrival

To ensure the smooth running and timing of your tour or workshop, please make sure that you arrive a few minutes early. We will always try to accommodate schools who arrive late or miss their time slot however, this is not always possible, particularly during busy periods. Your tour may need to be shortened or cancelled. In such situations no refund is possible.

The Castle Dungeon (year 7 and above only)

We advise lead teachers, who have booked the Castle Dungeon, to include this show in their free pre-visit.

Please be aware that this is a public attraction. We make every effort to keep school groups and our day guests separated, however this is not always possible. Please brief your staff and pupils accordingly, for the enjoyment of all visitors.

Please be advised that the dungeon features jump scares, descriptions of torture and some graphic scenes. There are points at which a member of the public may be chosen and will endure comic humiliation, this will include light sexual references, also for comic effect. This will not be a school child but may be a teacher.

The Dungeon is, on occasion, not for all and you may have some, or nervous or scared pupils. For this reason, we advise school groups to visit this attraction with at least two teachers, in order that one of these adults can escort pupils out. Should this happen the adult will not be able to return. At least one adult must be with school groups at all times in the dungeon.

Falconer's Quest Birds of Prey show and The Legend of the Trebuchet!

These shows take place at our Riverside Arena. Please be aware that there is limited shade or weather protection, so please plan ahead and make sure that your group has adequate weather protection. Please note that a number of trees in this area are roped off for health and safety reasons. Please follow the advice of Safety Marshals at all times.

We request that school groups do not use the benches at Falconers Quest but leave them free for other guests, who might most need them.

Lost Child Procedure

Should one of your pupils become separated from your group, please contact the nearest member of staff. You should inform them of the child's age, gender and name and the time and location last seen and give a description. The member of staff will relay this information to our security team on a secure radio, this information will then be securely relayed to all Warwick staff on site. The member of staff will stay with you until you are re-united with you pupil.

Should a lone school child be found, they will be taken to our lost child point. This is located in the main castle courtyard next to the Courtyard Shop. A member of our security team, or the School's Officer will then contact your school on site, using the number/s provided by you on entry to Warwick Castle. Should we receive no reply, we will instigate a search for your school.