



Group Bookings - Frequently Asked Questions

This document will help aid the planning of your visit.

How can we book?

Groups can book by ringing 0870 4422371 (the only option for those wishing to book an Exclusive Guided Tour). Or via our website at www.warwick-castle.com. Alternatively groups can pay on the day and still get the group discount.

What constitutes a group?

Groups are 10 or more people.

How much time should we plan to spend in the Castle?

To get the most out of your visit and to see all the Castle has to offer we recommend you have at least 4 hours for your visit.

Where can the coach drop us off?

The Castle is well signposted, and less than two miles from junction 15 of the M40. There is limited coach parking in Stratford Road Car Park and the coach drop off point is at the top of this car park. This enables your group to walk safely up to the entrance at the Stables Court Yard. Our coach parking is on a first come first served basis. Our car parking assistants will be able to help direct you to other possible parking should ours be full on your arrival.

Where do we collect our tickets?

If you have pre paid 10 days before the date of your visit then your tickets will be sent out to you. This will save you time on the day and allows you to go straight through turnstiles. If you have 'print at home' tickets these can be used directly at turnstiles.

Alternatively if you are collecting them on the day they will be available from the ticket offices and during peak periods from our group booking office which are located in the Stables courtyard. Please allow extra time to collect your tickets.

Where can we meet during the day?

Upon arrival if you are collecting your tickets it is best to have your group gathered at the Group Meeting point signposted just before you enter the Stables courtyard coming up from the Stratford Road car park.

Alternatively if you have pre paid and received your tickets you can go straight through turnstiles without the need to wait.

For Exclusive Tours please use the meeting point outside the Barbican and Gate House where your guide will meet you.

An emergency meeting point is inside the central court by the Barbican and Gate House. This is a meeting point for lost children to be reunited with their group and for any other emergency a group may have. (Please note this not the meeting point for a Castle emergency such as fire etc. Please follow the instructions of staff in any of these instances)

Where else can you recommend for our groups to meet?

Other meeting points you could use during your day can include the central courtyard, the East Front or the Oak Tree lawn. These areas offer open space where a group can easily gather. Please do not use the Pageant Playground as a departure point as this area can easily get congested. Also try and avoid using the Stables Courtyard as this is the entrance and exit to the castle and needs to be kept free flowing.

Can we book any extra tours or talks?

Yes. Groups can book an Exclusive Tour which lasts 1 ½ hours and goes through the general history of the Castle. It covers the Kingmaker, Great Hall, State Rooms and Royal Weekend Party with a costumed guide. These need to be booked in advanced and are subject to availability. The tour costs £5.00 per person and with a minimum charge of £50.00 (i.e. 10 people).

We also have audio tours available in English, German, Spanish and French covering the Great Hall and State Rooms at £3.00 and the Royal Weekend Party at £1.50. These can be booked in advance via the website or hired on the day from the Stables Gift Shop.

What is the Castle Dungeon?

The Castle Dungeon is a scare attraction within the Castle. It contains live actors who bring the darker side of Warwick Castle to life. It not recommended for under 10s and those of a nervous disposition. The Castle Dungeon ticket is an additional charge per person and is subject to availability.

Can we buy food while at the Castle?

There are two restaurants that serve hot food and various food outlets (subject to the season) from which to buy snacks.

We also offer a group menu option. This allows groups to pre book and reserve space in our Coach House Restaurant. For further information and the menu options please ring 01926 406603. This is subject to availability and needs to be booked and paid for at least 14 days in advance.

Where are the toilets within the Castle?

There are toilets in the Stables Courtyard where you will arrive and leave the castle. There are also toilets located by the Undercroft in the central courtyard next to the restaurant. Toilets can also be found down by the Conservatory and the Peacock garden.

Do you have Cash Points on site?

Cash machines are located in the Coach House Restaurant in the Stables Courtyard and down by the Undercroft restaurant in the main part of the castle.

What are your opening times?

We are open all year round excluding Christmas Day. We open at 10am and close at 5pm October - March and 6pm April -September.

Is there a shop where we can buy souvenirs?

We have several shops within the castle where souvenirs can be purchased. Please ensure you leave enough time to visit and that all children are supervised.

What happens if we loose a child?

We recommend prior to your visit you inform all children of the procedure if they get lost. We recommend the Courtyard by the Gatehouse and Barbican be designated your meeting point and that all children be directed there if they become separated from the group. Also children can approach any member of staff, clearly identified by their badge or those in costume, for help.

Do you have first aid trained staff on site?

Yes. Several members of staff are trained in first aid. Should you have a first aid situation please contact any member of staff and they will be able to get first aid trained staff to you. Please note we are unable to administer any medication to any member of the public.

How can we avoid queues on the day?

We recommend you pre pay for your tickets at least 10 days in advance of your visit so that they can be posted out to you or opt for the 'print at home' tickets. This will allow you to go straight through turnstiles on the day. Also arriving at 10am when the castle opens allows your group to be one of the first in. Areas with limited space such as the chamber and, in particularly busy periods, the ramparts are best done early on while the castle is quiet.

Also planning your day will allow you to make the most of your time in the castle and allow you to see all the key attractions.

Is there a play area for the children to use?

We have the Pageant Playground recommended for young children. Your groups are welcome to use it but the area is unsupervised by Warwick Castle

staff and as with all other areas of the castle requires supervising adults to be with the group at all times.

Who do we contact for further information?

Further information can be found on our website at www.warwick-castle.com/groups or by ringing 0870 4422371.