



## POLICY FOR VISITING GROUPS

We endeavour to offer all of our visitors the very best of service. In order to achieve this it is vital that the following guidelines for all groups are adhered to at all times. Please ensure that each group leader has a copy, to keep with them on the day.

- Children, aged 18 years or under, must be accompanied by a leader at all times during your visit. Under no circumstances should children be left unsupervised.
- It is the responsibility of the group leader to ensure that all children are accompanied at all times during their visit. The Castle does not allow any children into any area, except for toilets, without a supervising adult. The Castle reserves the right to refuse entrance to any unaccompanied children.
- If you have booked any tours please can you ensure that you have the relevant paperwork with you.
- We ask that a meeting point should be confirmed as soon as you arrive. We suggest in the Castle Courtyard, next to the Barbican. Should a member of your group (in particular children) become lost and is unable to remember the meeting point, they should contact a member of Warwick Castle staff. They are all easily identifiable by their name badge or those in costume. They will arrange for the person to be taken to the meeting point, to await reuniting with their group.
- We have guides in all the main attractions of the Castle, who are more than willing to answer any questions your group may have. Please feel free to ask.
- Noise levels should be kept to acceptable levels at all times. Groups making unnecessary noise may be spoken to by a member of Castle staff.
- There are several outdoor picnic areas where your group can eat. Please place all litter in the rubbish bins provided throughout the grounds. With the exception of the restaurants, food or drink is not allowed in any indoor area of the Castle. Use of the restaurants is only permitted if you are buying food.
- Ball games or similar are not permitted anywhere within the Castle grounds.
- A variety of wildlife enjoys the Castle grounds. Please do not touch or chase any of the animals.
- CCTV is in operation throughout the site, including our retail outlets. Thieves may be prosecuted.
- If your group wishes to make purchases in the shops, please allow sufficient time when you are planning your day and make sure that any children are supervised by a leader.
- There are first aid trained staff across the site. Should any person in your group require first aid please ask any member of staff. Please note that we are unable to administer or offer any medicines to any member of the public.
- If you or your group think you may have lost an item on site please inform turnstiles if you are still visiting the Castle or, if you have left, contact us on 01926 406260 with your visit date and an accurate description of the item
- We want your group to really enjoy their day out, and we also want you to be safe whilst you are with us. Please be aware that as a mediaeval Castle there are many uneven, cobbled surfaces and many spiral staircases of various widths. To avoid accidents, it is advised that people take care and do not run around any area.
- Warwick Castle reserves the right to refuse admission to the Castle, ban from entry to the Castle or remove from the Castle, any individual or group behaving in a manner which is deemed unsociable.