



School Bookings - Frequently Asked Questions

This document will help aid the planning of your visit.

Do children require constant supervision?

Yes. All children must be supervised while in the castle. There must be at least 1 teacher to every 5 primary school pupils and 1 teacher to every 10 secondary school pupils.

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 7 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.

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. We offer an exclusive tour which lasts an hour and goes through the general history of the castle. However we are able to cater to your specific interests and requirements i.e. Mediaeval. Please inform us of any requirements at the time of your booking. All tours are £1.00 per person except during June and July when they are £2.00. We also offer a Trebuchet Talk which allows pupils to get up close to our trebuchet machine and learn about how it as used. These run from April to October and are £1.00 per person (£2.00 during June and July). Please note that there is no firing of the Trebuchet during these talks but the machine can be seen in action during the public showings during the day. We also have a Birds of Prey Talk which allows your pupils to learn about these magnificent birds and the role they played in people's lives. These are £1.00 per person (£2.00 during June and July). The above tours and talks need to be booked in advance.

All the above are subject to availability, date change and price change.

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 £6.00 per person and is subject to availability. Please note that pupils need to be accompanied by an adult at all times.

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. For your ease schools are also able to pre order packed lunches from the castle and these are intended to be eaten outdoors. Alternatively your group can bring their own packed lunches.

Is there an indoor area for school groups to eat?

Unfortunately there are no indoor areas to use to eat packed lunches. Our two restaurants are available for those who purchase food within them. Alternatively there are many picnic benches around the castle grounds that can be used by groups to eat at.

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.

Can you help with our risk assessment?

We have a downloadable risk assessment guidelines that can be used. This can be found on our website at www.warwick-castle.com/groups/schools.asp

What are your opening times?

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

Do you have worksheets for our pupils to use?

We have Key Stage Packs that provide pre, during and post visit activities. More information can be found on the website at www.warwick-castle.com/groups/schools.asp These are available to you upon booking.

Do you refund any unused tickets?

We do not refund tickets however any unused tickets can be sent back and exchanged for open dated tickets that are valid for a year.

Can we store our bags anywhere?

There are currently no storage facilities. However pupils are allowed to carry their bags with them throughout the castle.

Can we come on a teacher visit to help us prepare for the day?

Once you have pre booked and paid you can arrange to come on a free site visit. We can send out two free tickets so you and a colleague can come and prepare for your trip. Warwick Castle also runs teacher taster days throughout the year - to register your interest please email your name, school name and address to schools@warwick-castle.com.

Is there a shop where pupils 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. We also require schools upon their arrival to leave with the ticket office or turnstiles their completed schools information form so we are able to get in contact with the visit teachers in an emergency.

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.

Do you need any contact information from us?

We require that every school brings with them a copy of the completed Schools Policy sheet with their contact information on it. These are to be handed in at the ticket office or turnstiles at the beginning of the visit. It is also recommended that each adult in the group has a copy as well.

How can we avoid queues on the day?

We recommend you pre pay for your tickets at least 7 days in advance of your visit so that they can be posted out to you. 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. 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 the correct number of 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/schools.asp or by ringing 0870 4422373.