



SCHOOL BOOKINGS - FREQUENTLY ASKED QUESTIONS

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 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. 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.

How I make payment?

By Cheque: If you wish to pay for your booking by cheque, please write the reference number for the booking clearly on the reverse, make the cheque payable to 'Warwick Castle' and post it to the address below:

PAYMENT ADDRESS: Warwick Castle, PO Box 170, Chessington, Surrey, KT9 9AF

By Card: Please call 0871 222 2772 to make a payment.

By BACS Transfer: Please call 0871 222 2772 to make a payment.

Please note all entry tickets include VAT.

Please note we need to receive all schools booking payments at least 10 working days before the visit date. If a booking is made within 10 working days of the visit date, we require an immediate card payment at the time of booking.

Please note: Once your booking is paid, your tickets are non-refundable and non-transferrable. Other terms and conditions do apply; these can be found on the website.



Can we book any extra tours or talks?

Yes. We are able to cater to your specific interests and requirements i.e. Mediaeval/Tudors. We offer packages in 6 different subjects from Science to Marketing and Business Studies. To book please call 0871 222 2772, or for more information please email education@warwick-castle.com. Packages can only be booked 10 days in advance of your visit date before payment is made. All tours and talks are £2.00 per pupil / workshops £5 per pupil. The maximum number of students per tour / workshop group per time slot is 35 people. Please note that there is no firing of the Trebuchet during Trebuchet talks but the machine can be seen in action during the public showings during the day. All the above are subject to availability, date change and price change.

If you have booked an educational package then please ensure you keep to your allocated time slot. If a group is 10 minutes late the experience **will be cancelled and cannot be refunded**.

What is the Castle Dungeon?

The Castle Dungeon is a scare attraction within the castle that lasts up to 50 minutes. It contains live actors who bring the darker side of Warwick Castle to life. It is not recommended for under 10s and those of a nervous disposition. The Castle plus Dungeon ticket is £13.00 per pupil and is subject to availability. Please note that pupils need to be accompanied by an adult at all times (**at least 2 per group of 25 students**).

If you have booked this experience then please ensure you keep to your allocated time slot. If a group is late the experience **will be cancelled and cannot be refunded**.

We haven't got lunch / wet weather provision so where shall we eat?

Areas are subject to availability and not guaranteed. Teachers will be told on the day if their group have an area. The only areas available to groups are the Mill House and Upstairs Coach House restaurant. If you are not given an area then alternatively there are many picnic benches around the castle grounds that can be used by groups to eat at, and also on bad weather and high volume days here at the Castle we also ask in these circumstances if you can ask your coach driver to allow your school to eat on the bus. Small groups of 10-15 may be permitted into restaurants on-site on quiet days.

Where can we meet during the day?

For **Tours** please use the meeting point outside the Great Hall entrance where your guide will meet you. For **Workshops**, please ask a member of staff at turnstiles as locations vary upon workshop chosen. 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 is not the meeting point for a castle emergency such as fire etc. Please follow the instructions of staff in any of these instances).



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 have a Burger Kitchen in the central courtyard and a Conservatory tea House restaurant for light snacks and hot drinks. See website for full details. 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.

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 us plan our trip?

Yes, 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.

We can also provide you with a **sample itinerary** upon request so you can see how to make the most of your day with us. Please email education@ewarwick-castle.com.

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.

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 there is water filling points so we advise younger children bring one bottle and refill when your group get an opportunity.

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

Once you have paid for your trip you can arrange to come on a free site visit with a plus one. Please just bring along your paid email booking confirmation on the day you wish to pre-visit and show it a member of welcome staff at turnstiles to be permitted entry.

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 lose 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?

Pay at least 10 days before your visit and request for tickets to be sent to your school. This will allow you to go straight through the 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?

Email: education@warwick-castle.com or call on 01926 406603 for Education team or 0871 222 2772 for booking team.