



Dear School Customer,

Thank you for choosing Warwick Castle, The Ultimate Classroom, for your visit. We are pleased to confirm your booking. Please ensure that your details are correct, particularly your visit date, contact details and ticket information. All payment and trip information can be found below.

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.

How to make a 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 **03333 212 001** to make a payment. Local rate charges will apply.

By BACS Transfer: Please call **03333 212 001** to make a payment. Local rate charges will apply. 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.

Delivery / Posting of tickets

We strongly advise that you opt to have all your tickets delivered prior to your visit date to avoid waiting on the day.

Posting tickets: If you have opted to have your tickets sent to you please keep them in a safe place when they arrive, as you will need them to gain entry to the castle on the day of your visit. Upon arrival at Warwick Castle please proceed directly to the turnstiles. There is no need to queue at any of the kiosks!

Collection: If you are collecting your tickets upon arrival, please bring your confirmation number with you as well as the credit/debit card that you used for payment. Please present this number to a member of staff at the advance sales desk.

Educational Packages

All tour/talk/workshop time slots must be kept to. If you are more than 10 minutes late for package it **will be cancelled and cannot be refunded**. If you haven't yet booked an educational package with your trip you can do so by calling 0871 222 2772. For more information about our Education Programme click **here**, or email our Education inbox for full details **education@warwick-castle.com** and **for disability accessibility guides**.

Please meet outside the Great Hall for all tours and outside the Mill House for all workshop bookings.

Castle Dungeons

If you have opted to go in the Dungeons, there must be always **two adults** with each group of 25 for health and safety regulations. There are exit points throughout the experience but a teacher must remain with the group at all times. Groups without a minimum of two teachers will not be permitted to enter this experience so please email **education@warwick-castle.com** to add more teachers if you are below this ratio. If you are late for this experience it **will be cancelled and cannot be refunded**.



Lunch / Wet Provision

We do not offer guaranteed lunch / wet provision at the castle due to having limited areas and being a listed building. If you would like to request an area you can do so by emailing education@warwick-castle.com however all areas are subject to availability. Teachers will be told on the day if their group have provision alternatively, please email the Friday before your visit to find out your time. The only areas available to groups are the Pageants Field Marquee, the Mill House and Upstairs Coach House restaurant.

Teacher planning tickets

If you are booking a school visit, please be aware that your free teacher planning tickets will not be available until payment has been received. Please bring your paid booking confirmation email with you to turnstiles to exchange this into planning tickets and to be permitted into the attraction.

Horrible Histories Maze attraction

Please see full attraction policies on Page 3 within this document.

Princess Tower

The Princess Tower can only be booked on the day. We recommend you do this upon arrival at our Welcome Desk and time slots are limited.

Remember to bring with you

Your **policy document** (see document below). Please complete and bring in this document on the date of your visit. If you fail to bring this document with you signed, you may be asked to during your visit at any time.

It may also be a good idea to bring a **sample itinerary** with you on the day to ensure all groups affiliated with your school keep to any educational package time slots and also know how to make the most of their day with us! Our Education Team can provide you with one of these upon request at education@warwick-castle.com

Free teacher support materials

To see if there are educational package related worksheet please visit www.warwick-castle.com/schools .

To download your **free risk assessment**, please click [here](#).

Lunch packs or Goody Bags?

We can provide your pupils with an indoor seated pizza pasta buffet option for £6.50 per person. Adult portions cost £10.95 per person. Please email education@warwick-castle.com to add this to your booking.

Loyalty card

Visit twice and receive a free trip (all three trips need to be taken within 12 months)! Please book your **free trip** through education@warwick-castle.com . For full Terms and Conditions, click [here](#).



How to find us

The Castle is easy to get to by road, rail, air and even through special tour operators.

By Car: The Castle is well signposted, and less than two miles from junction 15 of the M40. Satellite navigation.

By Train: The nearest Train Station is Warwick Station, a short 15-minute walk from the Castle.

School Group Maze Policies

This attraction is included in your entry ticket.

- Please collect your Maze Activity passport from the maze entrance upon arrival. Please only take **1 passport** per teacher, not per student.
- Pop badges may not be rewarded to school groups after completing the Maze.
- Small groups of 35 people and under can enter the maze at any time during attraction open times.
- Large groups of 35+ must split into smaller groups and experience this attraction separately. Any following groups must only enter once the other is out of the attraction for schools safety.
- Attraction opening times are from 10.00am – 4.00pm however times may vary depending on time of year. Please check for opening times or closure messages the day before your visit by visiting www.warwick-castle.com.
- The Horrible Histories Maze is wheelchair accessible however frail, non-ambulant and those with limited mobility should choose to avoid any routes with obstacles
- This attraction contains several special effects, including theatrical smoke.
- CCTV is in operation within the attraction.
- The Horrible Histories Maze is a walkthrough experience combining special effects, obstacles and minor motion movements.
- There are no age restrictions for the Horrible Histories Maze. However we do not recommend that children under 10 are unaccompanied.
- Due to uneven floors, high heeled shoes are not permitted.
- Shoes must be worn at all times.
- No eating or drinking is permitted within the Maze.
- This attraction contains several special effects, including theatrical smoke and water.
- This attraction contains several special effects, including theatrical smoke and water.
- Students of up to the age of 17 must always have an adult or teacher with them (1:10 secondary / 1:5 Primary).
- The Maze may close in adverse weather conditions or due to low light levels.
- Emergency exits are located at various stages within the Maze, please follow directional signage.
- Warwick Castle is not responsible for any lost or stolen items.

Query your booking

For our FAQ's page on schools bookings, please click [here](#).

Alternatively, please feel free to call our team on the booking numbers on **03333212001** or on **0871 222 2772 if this fails**. Calls are charged at standard UK geographic rate; please refer to your phone provider for charges.

WARWICK CASTLE & KNIGHT'S VILLAGE





Schools and College Groups Policy Document

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 school and college groups are adhered to at all times.

Please ensure that each teacher / group leader has a completed and signed copy of this form with them upon arrival. You will need to keep this with you on the day and also leave a copy with the Welcome Team or left at Turnstiles. If you fail to sign this form, Warwick Castle still holds the right to implement its policies listed below upon/against the school.

1.0 General

- 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.

1.1 Attractions / Additional add-ons

- You will only be allowed to enter attraction on-site if you have paid for it. If you have paid for combi Castle Dungeons tickets you will be permitted to enter the attraction at the time allocated on your ticket or on your booking confirmation.
- Please note that we advise that no child enters the Castle Dungeons if they are not over the age of 10+ due to its scary nature. There are very few opportunities where a person can leave the Castle Dungeons during the experience so please ensure your school has at least 2 members of staff entering with each group of 25 as we cannot allow the experience to continue for the group in question if there are less than these numbers of staff inside the attraction at any time. **If you are late for your Dungeons time slot then it will be cancelled and cannot be refunded.**
- If you book an educational workshop or tour, we do not allow more than 35 people per workshop for health and safety precautions. **If you are more than 10 minutes late for a package then it will be cancelled and cannot be refunded.**
- We do not allow any more than 50 people in the Castle Dungeons at one time slot.
- We do not allow any more than 30 people in at the same time slot for our Time Tower attraction.

2.0 Safety

- **Pupils aged 18 years or under, must be accompanied by a teacher or leader at all times during your visit. Under no circumstances should children/students be left unsupervised.**
- 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.
- We want your group to really enjoy and learn from 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 pupils take care and do not run around any area.



- **We require 1 in 20 school pupils to be accompanied by an adult at all times (Please note our discount free teacher ratio is different and separate).** It is the responsibility of the group leader to ensure that all pupils are accompanied at all times during their visit. The Castle does not allow any pupils into any area, except for toilets, without a supervising adult. The Castle reserves the right to refuse entrance to any unaccompanied pupils.

2.1 Behaviour

- 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.
- Ball games or similar are not permitted anywhere within the Castle grounds.
- A variety of wildlife enjoy 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.

3.0 Lunch / Wet provision

- **You will be advised on the day of your visit if you have lunch / wet provision or not. If you need to know before your visit date please email education@warwick-castle.com the Friday before your visit.**
- **There is limited availability for indoor areas to eat packed lunches due to being a listed building.** Only areas available to schools are the Pageants Field Marquee, the Mill House and Upstairs Coach House.
- In the circumstance of a high volume day with many schools groups visiting the Castle you may not be given lunch provision. In this case, there are several indoor areas inside the Castle to keep dry but please do not eat or drink inside the Castle with the exception of the restaurants.
- We advise in these circumstances that you may want to ask the coach / minibus driver upon arrival to the Castle, if you are ok to eat lunch on the coach as it is not far to walk from the Castle entrance / exit. Furthermore on good weather days, there are several outdoor picnic areas and several outdoor benches where your group can eat.
- Please be mindful to not obstruct the customer flow from other guests visiting the Castle at all times.

3.1 Littering

- Please place all litter in the rubbish bins provided throughout the grounds. Use of the restaurants is only permitted if you are buying food.

4.0 Meeting points

- 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 pupil become lost and is unable to remember the meeting point, they should contact a member of Warwick Castle staff. We ask that they are all easily identifiable by their name badge or those in costume. Our staff will arrange for the pupil to be taken to the meeting point, to await reuniting with their group.
- Please meet your tour guides outside the Great Hall if you have booked an educational tour. Workshop meeting points vary so please ask a member of staff upon arrival.
- We have guides in all the main attractions of the Castle, who are more than willing to answer any questions your pupils may have. Please feel free to ask.

4.1 Lost & Found

- 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.



5.0 Discounts

5.1 Loyalty Card

- If you have received two stamps on your schools loyalty card, you will need to book in advance through our education inbox at education@warwick-castle.com. If you fail to do so and turn up on the day you will not be granted free entry into the Castle. Please see loyalty card full terms and conditions on our schools webpage at www.warwick-castle.com/schools.

5.2 Teacher Planning Tickets

- We offer two free teacher planning tickets to use before your visit date. You will receive this only when your school has paid in full for the planned trip. Once you have paid you can choose any date to come to the Castle to do your visit, as long as it is between the opening hours of the Castle. Please bring your booking confirmation with you to the Castle when you choose to use your free teacher planning day tickets. You will not be permitted entry without this booking confirmation.

5.3 Teacher ratio

- We offer free admission to teachers accompanying school groups on the ratio of 1 free for every 5 primary school pupils and on the ratio of 1 free for every 10 secondary school pupils. This allows you to divide your pupils into smaller more manageable groups whilst visiting the Castle and grounds. **We require at least 1 in 20 school pupils to be accompanied by an adult at all times to meet government Health & Safety regulations.**

5.4 Other discounts

- If you have received any other offer or discount to the Castle, please make sure bring this information with you to the Castle on your visit day or upon collecting the tickets.

6.0 Information to bring with you to the Castle

- **We require each group leader to bring in this signed document along with the “School Contact Information” completed and hand into either the Welcome Team Office or Turnstiles** (depending on if you have already collected your prepaid tickets) upon arrival. This information will assist us in providing you with the best possible service during your visit and ensure your trip is safe. Failure to bring this with you on the day may imply you will not be allowed to enter the attraction.
- If you have booked any tours or talks please can you ensure that you have the relevant paperwork with you.
- You can collect prepaid tickets upon teacher planning days to save you waiting on the day. You will need your booking confirmation with you in order to receive free entry. See policy 5.2 for further details.
- Please ensure you bring all necessary discounted / loyalty information that you may have received from the Castle upon your school trip date. See Policy 5.1 or 5.4 for further details.

7.0 Purchases / Retail Shop

If your pupils would like to make purchases in the shops, please allow sufficient time when you are planning your day and make sure they are supervised by a teacher/leader.

8.0 School Contact Information

Please complete your school contact information below and bring a signed copy of this with you on your visit to Warwick Castle – see over next page:



School Name	
Teacher Name 1	
Teacher Name 2	
Teacher Mobile Number 1	
Teacher Mobile Number 2	
School Telephone Number	
Lunch Time Slot (if provided)	
Lunch Meeting Point	
School talk/tour time If booked	
School talk/tour time If booked	
End of Day Time	
End of Day Meeting Point	
Where to meet in case of emergency	In the Castle Courtyard next to the Gatehouse and Barbican

Please tick the box and sign below that you have read and understood Warwick Castle's terms and conditions.

Teacher Name:

Signature:

Date: