



Group Information Sheet 2022

Opening Times

Your arrival time on site is chosen upon booking and will be shown in your account. Once confirmed this cannot be changed.

- Please note that your arrival time is the time your group should arrive on site and is not representative of the beginning of a tour. There are no guided tours of the Castle, instead we operate a free flow system, with guides in most of the rooms to answer questions. This is a one-way system to allow for safety of staff and guests.
- Last entrance to the Castle & Exhibition is 4pm. The Castle & Exhibition close at approximately 5:00pm.
- The Gardens and Estate close at 6:00pm. We recommend between 3 to 4 hours on site to view all areas.

Your Visit

- On arrival, please follow signs for visitor parking where you will be directed to the coach park. Once parked, your organiser / driver can collect the tickets and maps from Visitor Reception and return to the coach to hand out.
- Visits are self-guided with guides in many of the main State Rooms of the Castle to answer questions.
- Please liaise with your driver as to your departure time at the end of your day and let the passengers know the information they require.

Further Information

- All members of the group must choose the same ticket option in advance via your account. There may be the opportunity for individuals to upgrade to the Egyptian Exhibition on the day at the rate of £7.00 depending on availability.
- One group organiser per group is admitted free of charge, please do not include them in your total via your account.
- One coach driver per group will also receive complimentary entry and will be offered a voucher which they may exchange to the value of £5.00 in our Tea Rooms. Please do not include them in your final numbers on your account.

Parking

- Parking is free of charge on site.
- There is hard standing parking for coaches located at a short distance from the Castle. This is approximately a 150-yard walk from the front door.

Payment

- Payment must be made in full 30 days prior to your visit. This must be paid via your account on our website.
- Payment can be made by credit or debit card. Once payment is made, this cannot be refunded

Ticket Type	Adult	Child
Castle and Gardens	£18.50	£11.00
Castle, Gardens and Exhibition	£24.00	£15.50

Cancellations

- Please keep your numbers up to date by amending them in your account. This is the group leader's responsibility. You can amend your numbers and include a breakdown of adults, children etc, under the 'Booking History' tab. You will then need to click on the 'Booking Details' section to amend the numbers. If you experience any difficulties in amending numbers, please contact the Castle Office. You must have a minimum of 20 places in order to qualify as a group, otherwise the booking will be released.
- You must finalise your numbers on your account 30 days prior to your visit.

Disabled Access

- A necessary companion of a paying disabled visitor will be admitted free of charge. You can enter the number of carers required within the breakdown of visitors. This can be found in your account within the 'Booking Details' section located under the 'Booking History' tab.
- Regretfully we are unable to allow motorised wheelchairs inside the Castle. There is access for manual wheelchairs to the State Rooms with the exception of the Morning Room, the Galleried Landing, and Bedrooms. Instead, we have a photograph album featuring these rooms available in the Saloon on the ground floor. The Exhibition, Tea Rooms and Gift Shop are wheelchair accessible. The gardens are accessed by gravel paths or lawns and there are some inclines.
- Please be advised there is a walk of about 150 yards from the coach car park to the front door of the Castle.
- We do have a limited number of manual wheelchairs available to reserve. These are subject to availability and must be booked in advance via the Castle office – (01635) 253210

Gift Shop

- The Gift Shop is located in the courtyard at the back of the Castle and is open from 9:30am to 5:00pm during public opening.

Catering

- The Tea Rooms are open from 10:00am to 5:00pm during our public opening. Here you can purchase sandwiches, baguettes, cakes and freshly baked scones throughout the day.
- Regretfully, we cannot offer a set menu of 'Afternoon Tea' to groups due to the limited space in our Coach House.
- There are three Tea Rooms on site, including our main Castle Tea Rooms, The Coach House and a Marquee Tea Rooms on the lawns.