

Information for Groups 2018

Opening Times

- **Your arrival time has been allocated by the Castle Office as indicated on your account.**
- 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.
- Last entrance to the Castle is at 4pm. The Castle and Exhibition close at 5:00pm.
- The Gardens and Estate close at 6:00pm.
- We would allow between 3 to 4 hours on site to view all areas.

Your Visit

- On arrival, please follow signs for visitor parking where upon arrival you will be directed to the coach parking. A member of staff will meet you on arrival and come on board your coach to advise you as to how best to plan your day. Whilst this is taking place, one organiser can collect the tickets from Visitor Reception and return them to the coach to hand out.
- Visits are self-guided, with guides situated in many of the main State Rooms of the Castle to answer questions.
- Please liaise with your driver as to your departure time and pick up point at the end of your day, and let the passengers know the information they require.

Group Ticket Rates (to be pre-paid 2 weeks prior to your visit)

Tickets & Type	Adult	Concession	Child* 4-16 yrs
Castle, Exhibition and Gardens	£18.50	£18.50	£13.00
Castle and Gardens	£13.00	£13.00	£9.00

*Under 4's are free of charge

- All members of the group must choose the same ticket option. There may be the opportunity for individuals to upgrade to the Egyptian Exhibition on the day at the rate of £7.00.
- One group organiser is admitted free of charge if the group consists of 20 or more paying visitors.
- One coach driver per group will also receive complimentary entry and will be offered a voucher which they may exchange to the value of £8.00 in our Tea Rooms.
- We do welcome HHA members, please ask them to bring along their membership cards to present on arrival in order to qualify for free admission to the Castle & Gardens. They must pay the £7.00 if they wish to enter the Egyptian Exhibition.

Payment

- Payment must be made in full 2 weeks prior to your visit. This must be paid via your account on our website.
- Payment can be made by credit or debit card.
- Any cancellations charges will be added to this charge at the two week mark. (please see cancellation section below)

Cancellations

- Please keep your numbers up to date by amending them on your account. This is the group leader's responsibility. 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 6 weeks prior to your visit. Any cancellations/reductions in numbers after this point will be charged at 1/3 of the numbers cancelled/reduced. Any charges will be added to your final payment two weeks prior to your booked visit.
- If at the 6 weeks notice period you are still selling, we would advise capping your numbers to keep the cancellation charge to a minimum.

Disabled Access

- A necessary companion of a paying disabled visitor will be admitted free of charge.
- Regretfully we are unable to allow motorised wheelchairs inside the Castle. There is access for standard wheelchairs to the State Rooms with the exception of the Morning Room, the Galleried Landing, and Bedrooms. However there are photograph albums featuring these rooms available in the Saloon. The Exhibition, Tea Rooms and Gift Shop are also all accessible. The gardens are accessed by gravel paths or lawns and there are some inclines.
- 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.

Parking

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

Catering

- The Tea Rooms are open from 10:00am to 5:00pm during our public opening for morning coffee and afternoon teas made in the Castle Kitchens.
- Regretfully, we cannot offer a set menu of 'Afternoon Tea' to groups, however the Castle Tea Rooms offer light lunches, hot food and freshly baked scones between 12:00pm and 2:00pm. We are unable to pre-book tables.

Gift Shop

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

This information is correct at time of print but may be subject to change.

Tel: 01635 253210

Email: Lauren Mann – lmann@highclerecastle.co.uk

Sarah Somerville – ssomerville@highclerecastle.co.uk

We hope you enjoy your visit to Highclere Castle.