



Group Information 2024

Opening Times

- We have three arrival slots each day at 10:30am, 11:30am and 1:30pm
- Your arrival time is chosen on booking and will be shown on your account. Once confirmed this cannot be changed.
- Please note, your arrival time represents the time your group should arrive on site and does not represent the beginning of a tour.
- There are no guided tours of the Castle, we operate a free-flow system with the guides in the rooms to answer questions. There is a one-way system in operation.
- We recommend between 3 to 4 hours onsite to enjoy your visit.
- Last entrance to the Castle and Exhibition is 4pm.
- The Grounds and Estate close at 5:30pm.

Your Visit

- On arrival, please follow signs for visitor parking, where you will be directed to the coach car park. Once parked your organiser/driver can collect tickets for the group from our Visitor Reception to distribute at the coach.
- Once visitors have disembarked, they are welcome to visit the Castle, Exhibition (if included), Gardens, Tearooms and Gift Shop at their leisure. There is no set order in which to visit these.
- Please liaise with your driver as to your departure time at the end of the day and let the passengers know the information they require.
- Photography is not permitted inside the Castle.

Ticket Information

- All members of the group must choose the same ticket option in advance via your account. There may be an opportunity for individuals to upgrade to include the Egyptian Exhibition on the day, this is subject to availability.
- One group organiser is admitted free of charge, please do not include them in the final numbers on your account.
- One coach driver per group will also receive complimentary entry to the grounds. The driver will also be offered a voucher which they may exchange to the value of £5 in our tearooms. Please do not include the driver in the final numbers on your account.

Parking

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

Payment

- Payment must be made in full 30 days prior to your visit. This can be paid through your account on our website via credit or debit card.
- We cannot accept payment via bank transfer or cheque.
- If payment is not made, the coach booking will be cancelled and released.
- Once paid, the booking cannot be refunded.
- Ticket Prices:

Ticket Type	Standard (Adult/Over 60)	Child
Castle, Exhibition & Gardens	£26.50	£20.50
Castle & Gardens	£15.50	£13.00

Cancellations

- It is the responsibility of the group organiser to keep numbers up to date via your online account. You can amend these details under the 'Booking History' tab. Once you have located the relevant booking, you can click 'Booking Details' section to amend the numbers.
- You must have a minimum of 30 passengers to qualify as a group, if the numbers are lower than this number, the booking will be cancelled and released.
- You must finalise group numbers on your account 30 days prior to your visit. Any reductions in numbers after the 30-day deadline will be subject to a fee of 30% of the ticket price.

Disabled Access

- A necessary companion of a paying disabled visitor will be admitted free of charge. You can enter the number of necessary carers required within the breakdown of visitors. This can be found in your account in your 'Booking Details'.
- 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 and the upstairs Gallery Bedrooms. We have a photograph album featuring these rooms available to be viewed in the Saloon on the ground floor.
- The Egyptian Exhibition, Tearooms and Gift Shop are all wheelchair accessible. The Gardens are accessed via gravel paths or lawns and there are some inclines.
- We do have a limited number of manual wheelchairs available for hire. These are subject to availability and should be booked in advance via the Castle Office.

Tearooms and Gift Shop

- The Tearooms are open from 10:00am to 5:00pm during our public opening. You can purchase sandwiches, cakes and freshly baked scones throughout the day.
- Regretfully we cannot offer Afternoon Tea bookings to groups due to limited availability.
- The Gift Shop is located on the courtyard at the rear of the Castle and is open from 9:30am to 5:00pm during public opening.
- Picnics are not permitted inside the grounds or gardens. If visitors wish to bring a picnic, they will need to return to the coach to enjoy this.

For additional information, please visit our Group Booking Policy and FAQs