

# Group Information Sheet 2020 & 2021

## 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 must arrive on site and is not representative of the beginning of a tour. If you are running early or late please call the office.
- 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 & Exhibition is 4pm. The Castle & Exhibition close at approximately 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. If available on the day, a member of staff will come on board your coach to advise you of the location of the facilities on site. Whilst this is taking place, one organiser can collect the tickets 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.

Group Ticket Rates (to be pre-paid 30 days prior to your visit via your online account – you will be emailed nearer the time) You must have confirmed your booking and numbers 60 days prior to your visit.

## 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.
- 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. They must pick this up from Visitor reception which they may exchange to the value of £8.00 in our Tea Rooms. Please do not include them in your final numbers on your account.
- 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. Please include the number of HHA members in your group within the breakdown of your numbers in your account.

Tickets & Type	Adult	Concession	Child* 4-16 yrs
Castle, Exhibition and Gardens	£20.00	£20.00	£14.00
Castle and Gardens	£14.00	£14.00	£10.00

## 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
- Any groups that traditionally pay by cheque we kindly ask that you make arrangements within your club/committee to cash the cheque into a designated person's account who can then pay the full amount online via the account with a card.
- Any cancellations fees will be added to your invoice at the three week mark. Please see the cancellation section below for more details.

# Group Information Sheet 2020 & 2021

## 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 enter 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 60 days 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 due two weeks prior to your booked visit.
- If, at the 60 day 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. 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

## 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.

## 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. Hot food is served from 12noon until 2pm in our main Castle Tea Rooms and Coach House Tearooms.
- Regretfully, we cannot offer a set menu of 'Afternoon Tea' to groups due to the limited space in our Coach House. However, Cream teas (Tea and freshly baked scones) are available in our main Tea Rooms from 12noon. We are unable to pre-book tables.
- There are three Tea Rooms on site, including our main Castle Tea Rooms, The Coach House and a Marquee Tea Rooms on the lawns.

## 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.

If you cannot find the answer to your question, please also visit our FAQ's located on the Group Visit section of our website under the heading 'Explore'

Please note, the above information is correct at time of print but may be subject to change.

Tel: (01635) 253210

Email: Abbie Parrish [aparrish@highclerecastle.co.uk](mailto:aparrish@highclerecastle.co.uk)

We hope you enjoy your visit to Highclere Castle!