



Group Information Sheet 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 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	£14.00	£10.00
Castle, Gardens and Exhibition	£20.00	£14.00