

Organising school visits to Norwich Castle

We look forward to welcoming your group to Norwich Castle! Please read the following information carefully before you arrive.

Bookings

Advance booking is essential for all school visits. To make an enquiry, please call (0)1603 493636 or email norwichcastle.bookings@norfolk.gov.uk.

You can [find details of our offers for schools, trails, resources and information to help you write risk assessments on our website](#).

Planning your visit

- We can usually provide areas for lunch. Please ask when booking your visit and please leave lunch spaces clean and tidy. **Lunch spaces must be booked in advance.**
- **Coats and bags.** If you have a lunch space, there will be racks to leave coats and bags. If you have not booked a lunch space, there may not be space available for coats and bags – **please ask in advance.**
- The **Castle Shop** is open to purchase souvenirs. If you have booked a facilitated event, please note that time is **not** built in to visit the shop.

Pre-visits

If you're a teacher and would like to make a pre-visit to the Castle, please [book a complimentary ticket on our website](#) (use the 'Other concessions' option), and show your school ID to front desk staff when you arrive. Please note that, for pre-visits, free admission only applies to teachers, not to others in your party. We would recommend booking tickets in advance, but tickets may also be available on the door.

Admission and workshop fees

Please see your booking confirmation for details of the price of your visit. Teachers and accompanying adults go free in a reasonable ratio.

On arrival

Ask your coach driver to **drop you off / pick you up** on **Castle Meadow** or **Farmers Avenue**. There is then a short walk to the Castle (see **Access and mobility needs** section for more details). The museum **opens at 10am**, and before then there is nowhere to wait inside. If the weather is bad we recommend you stay on the coach until 10am.

If you have booked a facilitated visit, you'll be met by a member of staff at the entrance. If you have booked a self-guided visit, please go to the Rotunda information desk. At the information desk, the group leader will be asked to sign in and confirm the number of students and adults in the group.

You will be directed to your **drop-off space for coats and bags**, shown your **lunch space** if you are staying for lunch, and taken to your **first activity**, if applicable.

Access and mobility needs

We aim to make our activities as inclusive as possible. If anyone in your group has particular access or learning needs, please contact us in advance to discuss.

If anybody in your party has mobility difficulties we recommend you visit the museum before the trip and talk through with staff how to evacuate in an emergency. You can [find more information about access facilities on our website](#). There is a limit of five wheelchair-users above the ground floor at a time across the whole museum. **If there are wheelchair-users in your group, please contact us ahead of your visit** to book a timeslot for visiting the Keep and upper floors of the museum. If you do not book a timeslot in advance, you may have to wait to access these areas when you arrive. If you have booked a facilitated visit and there are wheelchair-users in your group, we will book timeslots which cover the length of your sessions.

Arriving at the museum

- There are two Blue Badge car parking spaces on site, which are available on a first-come, first-served basis.
- You can drive over the bridge (in a **car or minibus only**) to drop off students or accompanying adults who have access needs.
- Coaches can drop off on Castle Meadow or Farmers Avenue.
- Arriving by coach: From the coach drop-off on Castle Meadow, head up the path and take one of three routes to the Castle: steps followed by the sloped footbridge; slopes through Castle Gardens followed by the footbridge; or the lift opposite the steps. The lift option bypasses the footbridge. The museum entrance is at the top of the bridge.
- Arriving by coach: From the coach drop-off on Farmers Avenue, walk through Castle Gardens and cross the footbridge to the museum entrance.

Inside the museum

- Inside the main museum there are lifts to the first and second floors. In the Keep there is lift access to all floors, including the battlements. **Please note:** there is a maximum of five wheelchair-users permitted above ground level at a time (unless the wheelchair-user is able to walk in the event of an emergency).
- In the main museum, wheelchair-users must be able to transfer into an evac chair or wait at a refuge point in an emergency evacuation. There are refuge points in the stairwell in the Percival wing (the part of the museum where the atrium, shop, café and Clore Learning Centre are located). Lifts in the main museum will not operate in the event of an emergency.
- In the Keep, the lift will work in an emergency, and it'll be operated by a member of staff. Please go to the lift and let the staff member know you're there – they will help you evacuate the building.
- There are accessible toilets on the ground floor and first floor in the main museum, and on the second floor in the Percival wing. On the ground floor, there is also a Changing Place which can be accessed by radar key. A radar key is available from museum staff if needed.
- There are wheelchairs available to borrow in the museum on a first-come, first-served basis.

Running late?

If you are taking part in an event or workshop and your arrival time is delayed for any reason please call the booking line on (0)1603 493636 or Castle enquiries on (0)1603 493625 / 495897

Responsibilities and expectations during your visit

The group leader has responsibility for adult helpers and for:

- briefing students and adult helpers **before the visit** on health and safety (you will be sent a risk assessment), and on roles and responsibilities (see below).

All visiting teachers have responsibility for:

- their pupils' behaviour throughout the visit including led sessions and breaks.
- sole responsibility for the welfare of their pupils during breaks and lunchtimes.
- staying with their group at all times, especially during breaks and lunchtimes.
- in case of evacuation, for escorting their group to the fire assembly point, taking the register and reporting any missing person to museum staff.

Adult helpers are expected to assist teachers with the above.

Students are expected to have a responsible attitude and show regard for the fabric of the museum, its contents and other museum visitors.

Departing the museum

When you are ready to leave, we recommend you phone your driver to check the coach is waiting for you. If there's a delay you'll then be able to wait in your lunch space.

After your visit

If you had a facilitated visit, we'll send you a short evaluation to complete and we welcome your comments on how the visit went.

