

Leeds Castle Teachers' Guide

Helpful Information

We strongly recommend that you take advantage of a complimentary visit to Leeds Castle and Gardens before the day of your visit. It will help when planning your day.

Once your booking is confirmed you will receive a Teacher's Resource Pack which has a variety of resources and information in it. It also tells you how you can apply for your orientation tickets.

BEFORE YOUR VISIT

Booking

All educational visits must be pre booked and we ask that you do that either by contacting the Bookings Office on 01622 767865 or by email to: bookings@leeds-castle.co.uk. Alternatively you can complete the online enquiry form and we will contact you.

Once your booking is confirmed you will receive a Teachers Resource Pack which has all the information you require for your visit. We ask that you read it thoroughly. It also tells you how you can apply for tickets for a pre-visit, which we encourage group leaders to take advantage of.

Resources

There is a Resource section on the website which has all of our resources available for you to download.

Arrival

Please arrive at our main entrance, the correct postcode is: ME17 1RG. Coach parking is free, and your coach driver will be given a voucher to use in any of our food and drink outlets.

If you book a workshop you will be met by your workshop leader at the ticket box and they will be with you throughout the day.

If you book a self-guided visit you may enjoy the grounds and other facilities at your leisure.

Payment

Payment will be required in advance or on the day of arrival, by BACs, cash, credit card or cheque.

Cancellations

Cancellations for workshops must be received by phone at least 10 working days prior to the visit. After this time the school may be invoiced for the full amount. We reserve the right to charge an administration fee for cancellations.

Clothing

We advise that the children bring sensible outdoor clothing, as most of the attractions are outside.

FACILITIES

Eating Areas

Public undercover eating areas and picnic tables are available at the area near to the playgrounds. We recommend that each child carry their own lunch and/or bag as we cannot transport any lunches, bags or boxes to the Education Centre or picnic sites.

Bags

For those schools attending a **workshop**, there is room for coat and lunch box storage.

For **self-guided** school groups there is a large mobile box available to store bags in when entering the castle. This is located at the Gatehouse. All items are left at your own risk.



Toilets

There is a large toilet block situated at the main entrance, and we advise using these before embarking on your visit. Further toilets can be found behind the Gatetower, at Stable Hill and at the playground and maze area.

Shopping

There are two shops at Leeds Castle where your pupils will find affordable mementos of their day.

Free Time

We have the Knights Realm play area for older children and the Squires Courtyard for toddlers and younger children. There is also a Maze and Grotto for your enjoyment.

HEALTH & SAFETY

Adult Supervision

We ask that all children and students are supervised by accompanying adults at all times while on site.

In the Castle

We ask that group leaders ensure that their pupils show consideration towards other visitors, do not run, shout or push and do not cross any barriers or touch any of the furniture or artefacts. In an emergency an alarm bell will sound. Please follow instructions from Leeds Castle staff who will direct you to the nearest safe exit. There are various assembly points throughout the estate - please follow instructions from Leeds Castle staff who will direct you to the nearest assembly point.

In the Gardens and Grounds

Most of our waterways are not deep. Lifebelts are available in key locations should a person fall into the water. If this happens, contact the nearest member of staff for assistance. Please remember the grounds are home to a variety of wildlife and we ask that pupils do not touch or chase any of the animals and birds.

Always be aware of vehicle and Castle Train movements throughout the estate.

Lost Child Policy

It is advisable that before arrival at Leeds Castle, all children are advised how to identify a member of Leeds Castle staff. The Leeds Castle staff wear a uniform and/or name badge, which depicts the Leeds Castle logo, as shown at the foot of this page. If a child becomes separated from an adult guardian then the child or the guardian should approach a member of Leeds Castle staff and make him or herself known to them. The staff member will then implement the appropriate measures.

First Aid policy

There are First Aid trained members of Leeds Castle staff throughout the estate. If a member of the public requires first aid treatment then they, or a member of their party should contact the nearest member of Leeds Castle staff who will make contact with a trained First Aider via the radio or telephone.

Visitors with Disabilities

Most of the Castle and its grounds are accessible to all visitors. For additional information please visit leeds-castle.com/accessibility.

Please do not hesitate to contact us if you have any further queries.

For general workshop and educational queries, please contact the Education Manager, Helen Ellis on 01622 767821 or by email to: education@leeds-castle.co.uk

For amendments and cancellations please contact the Bookings Office on 01622 767865 or by email to: bookings@leeds-castle.co.uk

