

## Historic Royal Palaces TOWER OF LONDON

# Planning your visit

### Preliminary visits

We are pleased to provide a voucher for two preliminary visit tickets per booking which is included in this pack. We recommend that you take advantage of this offer – most group leaders find them extremely useful for planning the main visit. The tickets are valid for any day up to the date of your visit.

Please note: It is not possible to exchange preliminary tickets for any other type of ticket either on or after the day of your visit.

### Timetabling

We strongly recommend that you draw up a timetable for your visit, if possible, using your preliminary visit to check out potential options. Please consider the following:

### Arriving in time for your session

As sessions cannot continue beyond their scheduled time, we ask that your group arrives at the appropriate meeting point a few minutes before the start of your session.

We recommend that you allow fifteen minutes for walking from the Welcome Centre to your session within the Tower, but this may take longer due to the fact that all bags will be checked upon entry. If you are delayed on your journey please contact the Tower Education office on **020 3166 6654**.

### Teacher resources

Teacher's briefing notes and resources are available on our website: **[www.hrp.org.uk](http://www.hrp.org.uk)**. Please select Tower of London and navigate to 'Learning and discovery', then 'Schools and colleges' then 'Teachers resources'.

### Special needs

Please let us know as soon as possible if any of your students have special needs and/or health or mobility difficulties. We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers.

### Booking additional places

Please inform the Tower Education Office (**020 3166 6654**) at least one week in advance of your booking if you wish to bring additional students to the Tower. If you bring additional students on the day of your visit only standard group rate tickets are available. This is also true for any additional adults.

### Refunds and cancellations

Please note that no refunds will be given for cancellations made less than six weeks in advance of your visit, or for tickets purchased in advance that are not used on the day. If a cancellation has to be made because of exceptional circumstances, then every effort will be made to reschedule your visit.

## On the day of your visit

### If you have booked a taught session with your visit...

#### 1. When you arrive

If you have booked a taught session you must register your arrival at Group Tickets (school groups desk) on Tower Hill (as shown on the site map)..



#### 2. Group tickets

Upon arrival at Group tickets (schools group desk), the group leader will be asked to complete a form containing the following information: the group leader's name and mobile telephone number, the name of an emergency contact at your school/college and the school/college's telephone number.



#### 3. Stickers

After you have completed your contact information, the schools host will provide you with stickers for the amount of visitors as appear on your booking form. Please ensure that all members of your group, including all adults, have their coloured stickers clearly on display upon entry. We advise that the children place their stickers on their shirts/ jumpers rather than on their blazers/ overcoats to protect them from the elements. The stickers act as your tickets for the day and should not be discarded until you have left the Tower.



#### 4. Entry

Entrance to the Tower for school and college groups is via the Middle Drawbridge (as shown on the site map). Please ensure that all members of your group, including all adults, have their coloured stickers clearly on display upon entry and throughout your visit.

### If you have booked a DIY visit...

#### Entry

Stickers for each member of your group are included in this pack. Please ensure that all members of your group, including all adults, have their coloured stickers clearly on display upon entry. We advise that the children place their stickers on their shirts/ jumpers rather than on their blazers/ overcoats to protect them from the elements. The stickers act as your tickets for the day and should not be discarded until you have left the Tower. Entrance to the Tower for school and college groups is via the Middle Drawbridge (as shown on the site map).

# Historic Royal Palaces

## TOWER OF LONDON

### Tower opening times

#### Winter Opening

1st November – 29th February

Monday 10.00-18.00

Tuesday-Friday 9.00-18.00

#### Summer Opening

1st March – 31st October

Monday 10.00-18.00

Tuesday-Friday 9.00-18.00

### Travel delays

If you experience any difficulties with your transport or are delayed in any way, please contact the Tower Education Office as soon as possible on **(020 3166 6654)**

### What is included in the cost of your ticket?

- Access to the Tower of London (including the White Tower).
- Access to the Jewel House and the Crown Jewels.
- Access to the moat (by arrangement)
- Access to the Chapel of St Peter Ad Vincula is allowed only towards the end of the day, after the last Yeoman Warder tour.

### Education rate entrance tickets do not include:

- The Yeoman Warder tours.
- The 'History where it happened' presentations.

**Entry to the Fusiliers Museum costs 50p per person.**

### Your responsibilities

- You are responsible for supervising your group at all times. This includes during taught sessions or workshops, at lunchtime and while inside the gift shops.
- Your group will need a minimum of one accompanying adult per ten students aged 7-16 and one per five children aged 4-7.
- We retain the right to refuse entry to groups without a sufficient number of accompanying adults.

### Lunch and bags

Unfortunately we cannot provide lunchrooms, but a covered eating area is provided at the Tower café, on the wharf by the East Drawbridge. Please be sure to keep your coloured stickers on display at all times, as re-entry to the Tower will not be permitted without them. The quickest way to get to the Tower café is via the Middle Drawbridge and turning left.

Alternatively, you may wish to eat on one of the many benches around the Tower site. Please bin your litter and refrain from feeding the birds, especially the ravens, which may be dangerous if approached.

Unfortunately we cannot provide cloakrooms or any other secure rooms to keep baggage, so children and adult helpers must keep any baggage with them at all times.

## **Historic Royal Palaces**

# **TOWER OF LONDON**

### **Toilets**

Groups should use the main toilets in the Brick Tower, behind the Waterloo Block. Please ensure that your group uses these toilets before your booked session. Toilets for the disabled and baby changing facilities are also situated here.

There are public toilets in the coach park adjacent to Tower Hill, across the road from the West Gate. This is useful for groups before entering or after leaving the Tower.

### **Wheelchair access**

The Jewel House and the Bowyer Tower are completely accessible. There is a lift between the ground floor and the basement of the White Tower – please speak to the Yeoman Warder on duty on Tower Green to access this. To obtain a copy of the Access Guide phone Visitor Services on **0203 166 6266**.

### **Shopping**

Within the Tower, the Medieval Palace Shop is advised for use by school groups. There is a large courtyard outside for groups to meet and gather.

Outside the Tower complex, the Tower Shop offers the full range of merchandise. It is located opposite the exit.

### **Smoking**

Smoking is not permitted in any part of the Tower of London.

### **Accidents**

The risks associated with visiting the Tower of London have been assessed as very low (please see our 'Health and Safety' information sheet). However, if there is an accident or near accident, please inform the nearest Yeoman Warder. All Yeoman Warders are first aid trained if required. A record will be made of any accident that occurs.

### **In case of evacuation**

Please respond to the directions of the Yeoman Warders or Jewel House and White Tower wardens.