

Essential Information for your visit

This pack has been prepared to provide the Group Leader with all the information they will need to plan a successful trip to the Tower of London.

Please read it carefully. Complete and return the school agreement form in good time and share appropriate information with your accompanying adults and students where necessary.



Contents

Opening Times	4
Winter opening hours	4
Summer opening hours.....	4
Getting to the Tower	5
Public Transport.....	5
Coach Parking.....	5
Running late	6
Travel delays	6
On Arrival	7
Register	7
Collect Wristbands - these are your tickets!	7
Entry to the Tower.....	7
Bag searches	8
If you have booked a session.....	8
What's included	9
The subsidised schools rate includes:.....	9
The subsidised schools rate does not include:.....	9
Unforeseen closures	9
What to see and do	10
The Tower as a Fortress	10
The Tower as a Palace	12
The Tower as a Prison	13
What we expect from you	14
Your students must be supervised at all times.....	14
Inappropriate behaviour	15
Terms & Conditions	16
Facilities	17
Toilets	17
Lunchrooms.....	17
Bags.....	17
Shopping.....	17
Accessibility	18
Additional needs.....	18

Essential information for your visit

Wheelchair access.....	18
Toilets	18
Visitors on the autism spectrum.....	18
Lunchrooms.....	18
Sessions.....	18
Further Information.....	19
Teacher Resources.....	19
Our staff	19
The difference between costumes and uniforms	19
Costumes.....	19
Uniforms.....	19
Yeoman Warder Tours	20
Secure areas	20
Ravens and pigeons.....	20
Smoking	20
Photography and filming.....	20
Security Information.....	21
Security reviews.....	21
Security procedures	21
Further information	21
Health & Safety Information	22
Supervision	22
Lost Children	22
Equipment.....	22
Clothing.....	22
Insurance.....	23
Accidents/First aid	23
In case of evacuation	23
Safeguarding children, young people and vulnerable adults	23
Possible Risks and Hazards.....	24
School Agreement Form.....	25
A Checklist for Teachers	26
Tower of London Map.....	27

Essential information for your visit

Opening Times

Winter opening hours

1 November – 29 February
Sunday-Monday – 10.00-16.30
Tuesday-Saturday – 09.00-16.30
Last admission is 16.00

Summer opening hours

1 March – 31 October
Sunday-Monday – 10.00-17.30
Tuesday-Saturday – 09.00-17.30
Last admission is 17.00

Please note that individual buildings within the Tower will close 30 minutes before the close of the Tower.

We recommend at least 2-3 hours for your visit.



Essential information for your visit

Getting to the Tower

Public Transport

The Tower can be reached by many forms of public transport. Up to date public transport information can be obtained from www.tfl.gov.uk which also has a useful journey planner.



Tower Hill (Circle and District lines)

Bank (Central and Northern Line)

Monument (Circle and District lines)



15, 25, 42, 78, 100, D1 and RV1



Fenchurch street



London Bridge (15-20 minute walk)

Cannon Street (15-20 minute walk)

Liverpool Street (20-25 minute walk)



Tower Gateway

Bank

Coach Parking

Coaches should drop groups off in the coach park off Lower Thames Street,

Tower Hill Coach and Car park
50 Lower Thames Street
London
EC3R 6DT

There is a free drop-off period of 15 minutes and thereafter parking charges apply.

Essential information for your visit

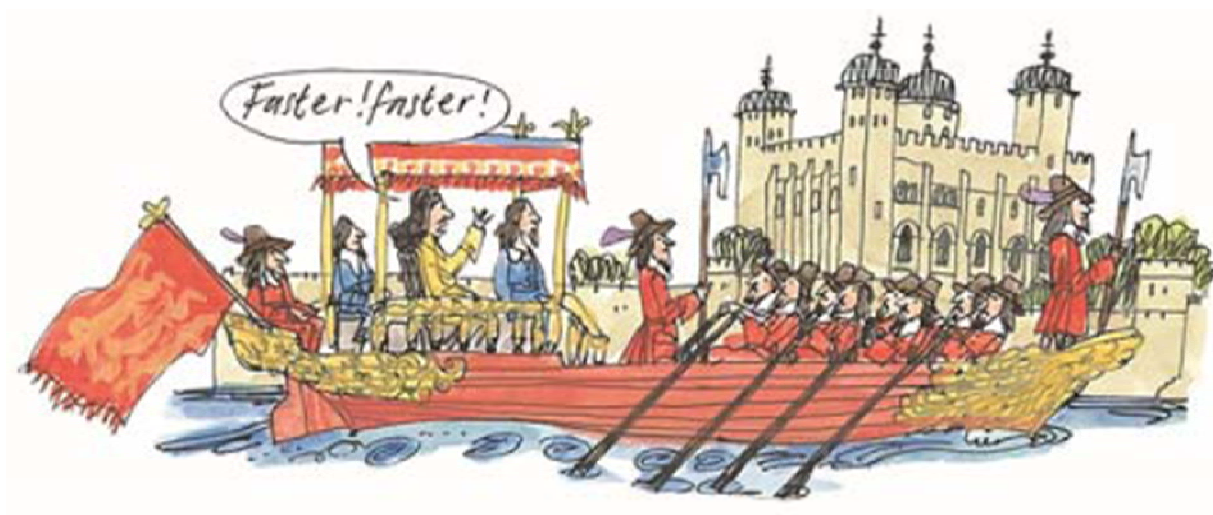
Running late

Travel delays

We understand that you may experience delays when travelling to the Tower of London.

If you have booked a session and you are going to be late it is essential that you contact the Schools Team on **07815 721 540** to provide an estimated time of arrival.

Sessions cannot continue beyond their scheduled time, and your call will help our staff to provide you with the most appropriate material for the remaining time within your session.



Essential information for your visit

On Arrival

Register

All group leaders must go on arrival to the **Welcome Centre** on Tower Hill. Please note there is limited space within the Welcome Centre so all students must wait outside whilst the group leader registers at the Schools Desk.

Collect Wristbands – these are your tickets!

At the Welcome Centre, all our groups must collect admission wristbands. You will receive the same number of wristbands as per your latest confirmation email.

The Schools Desk in the Welcome Centre will be manned by a member of the Schools Team from 09:30-15:00 (Monday-Friday). If you wish to arrive before 09:30, please let us know in advance so we can arrange for an alternative collection point.

The wristbands are your tickets and should be worn at all times whilst at the Tower of London by both students and accompanying adults. Each school group who is visiting that day will have a different colour wristband. This will help your group to be identified by your session presenter, if applicable, and, in the event of emergency, will allow staff members to locate members of your group easily.

Also at the Welcome Centre the group leader will be asked to provide

- Their name.
- Their mobile number whilst on-site.

This information will be used to locate the group leader if any of your students are found in the Tower unsupervised, or in the event of an emergency. Please keep your phone on at all times. Your contact details will be disposed of securely at the end of each day.

Entry to the Tower

Entrance for all groups wearing wristbands is via the Middle Drawbridge on the Wharf. Please ensure that each member of your group is wearing their wristband before you arrive at this entrance.



Essential information for your visit

Bag searches

Each member of your group will be required to have a bag search before they enter the Tower of London. Bag searches are necessary in order to ensure all our visitors are protected whilst they are on site. All searches are carried out by professionals trained to identify offending articles.

We ask that Group Leaders undertake the following guidelines to make the process as smooth and quick as possible:

- Arrive in plenty of time.
- Be patient – the process can take time.
- Ask all students to take the process seriously.
- Follow all instructions given by Security staff.
- Brief students not to bring things such as scissors, compasses, metal cutlery or sharp metallic implements.
- Only bring what you need. If required for your session, our team will provide equipment such as clipboards, pencils and drawing materials.
- Prohibited items are weapons, fireworks, smoke bombs, pepper spray, any article that is illegal to possess under UK law

If you have booked a session

We ask that your group arrive at the allocated meeting point within the Tower a few minutes before the start of your session. Please refer to your accompanying Teacher Notes for further details.

We recommend that you allow at least twenty minutes for walking from the Welcome Centre, through the entrance and to your session meeting point. If you are more than 15 minutes late, it may not be possible for the full session to take place.



Essential information for your visit

What's included

The subsidised schools rate includes:

- Access to the general visitor route, including the Jewel House and Crown Jewels.
- Access to the White Tower and Royal Armouries displays.
- Access to the Fusiliers Museum.

The subsidised schools rate does not include:

- Access to Yeoman Warder tours - these tours are not aimed at students and are not designed to accommodate the large number of schools that visit us each day.
- Access to the Chapel Royal of St. Peter ad Vincula.
- Use of a Digital Video Guide.
- Use of the New Armouries café as a lunch room.

Unforeseen closures

At times, we may have to close areas of the Tower of London at short notice. You will be informed as soon as possible if this will have a major impact on your visit, otherwise please check our website for the most up-to-date information.

Should any routes be closed, staff and signage will be on hand to advise and assist on the day.



Essential information for your visit

What to see and do

The Tower of London is a 1,000-year-old castle that protects the Crown Jewels. It was a secure fortress, a royal palace and an infamous prison. Kings and queens demonstrated their power from here, shaping society and influencing our world.

Explore its 3 different functions using the visit suggestions below.

The Tower as a Fortress

The Tower of London is a military site of exceptional security. For centuries, kings and queens have strengthened this royal fortress for defence and attack at home and abroad. Kings and queens have used the Tower as a secure fortress to protect the nation's treasures and their valuables over time.



- **Visit the Jewel House** to see the world famous Crown Jewels. Kings and queens of England have stored crowns, robes, and other items of their ceremonial regalia at the Tower of London for over 600 years. Since the 17th century, this collection has been commonly known as the 'Crown Jewels'. At the heart of the collection is the Coronation Regalia itself, a group of precious and highly symbolic objects used since 1661 to crown sovereigns of England. These priceless and enduring symbols of royal authority are kept at the Tower because it is a secure royal fortress.
- **Walk along the Battlements.** The huge stone encirclement that forms the Tower's walls has protected kings and queens since Henry III's refortifications in the mid-13th century. As you walk around explore seven huge towers: the Salt, Broad Arrow, Constable, Martin, Brick, Bowyer and Flint Tower. Learn how a rabble of peasants managed to successfully invade the Tower during the Peasants' Revolt of 1381 and discover what it was like to be part of the medieval garrison defending the Tower.
- **Marvel at the Moat.** The moat contributes to the Tower's function as a secure fortress. To this day, the medieval defences are essentially unchanged, except for the draining of the moat and its conversions into a dry ditch at the request of the Duck of Wellington.
- **Visit the Fusilier Museum**, which tells the story of the British infantry regiment from its formation at the Tower in 1685 to present day. The building still houses the Royal Regiment of Fusiliers' headquarters, which is the Tower's continuing link to the British army.

Essential information for your visit

- **Observe the sentries** outside the Queen's House and Jewel House. The Tower has always had a garrison (group of soldiers) stationed here to defend the site or to wait to be sent on duty elsewhere. Note for your students: these are real soldiers on active duty.
- **Find the exhibition about Wellington's fortress** located in the upper Flint Tower. It tells the story of the Duke of Wellington, one of Britain's greatest military leaders, who became the Constable of the Tower in 1826. He was still Commander-in-Chief of the Armed Forces and became Prime Minister twice while serving as Constable of the Tower. Besides draining the filthy moat, Wellington is known for adapting the fortress for modern warfare where possible and for a more professional army. He closed the Tower pubs in favour of an army canteen, built purpose-built barracks for 1,000 soldiers and a new officers' mess. He demanded the closure of the Royal Menagerie at the Tower and the removal of all the animals following a series of vicious attacks. Under his command, the number of visitors soared, despite his reservations about public access to a military site.
- **See the Tower's Mint exhibition**, located on the original site where the Mint was situated for over 500 years. Discover the surprising stories and unique history of this little known area of the Tower, including Isaac Newton's efforts to rid London of counterfeiters, Elizabeth I's restoration of the currency following her father's disastrous meddling, and Charles II's rejection of Commonwealth money. It explores how medieval coins were made, how new technology revolutionised the Mint, and why the Mint eventually moved out of the Tower in the reign of George III after a huge financial crisis.
- **Spot a Yeoman Warder.** Our famous "Beefeaters" are some of the most photographed guards in London and have been guarding the Tower of London since Tudor times. Yeoman Warders were originally part of the Yeoman of the Guard – the monarch's personal, crack bodyguard who travelled with him everywhere. Henry VIII was the first to recognise that the Tower needed a dedicated guard too. The Yeoman Body of 37 men and women are all drawn from the Armed Forces, they need to have at least 22 years' military service; have reached the rank of warrant officer and to have been awarded the long service and good conduct medal and to be between 40 and 55 years old on appointment
- **Walk along the Wharf.** The Tower of London was built here because of its strategic river position. From this location, it was possible to control and tax cargo boats coming from the City of London and supply and distribute arms throughout the world.
- **Find the Roman remains (Opposite the Ravens Shop and by the White Tower).** Roman invaders chose to site their city of Londinium at this first viable crossing point of the river Thames. As you look around the Tower, you will see the remains of the Roman wall. These standing Roman defences are the reason why William the Conqueror chose to build the Tower of London here. It was already a key location and ideal to defend royal power.
- **Look at the arms and Royal Armouries inside the White Tower.** As a secure fortress, the Tower was a major military centre and weapons store for supply and distribution to the armed forces. The Office of Ordnance (responsible for heavy weaponry) was based here from the late 1700's. It supplied and stored arms and armour for Britain's wars from 1066-1850. It was also one of the first places to use weapons as decoration and in 1820s; the collection was recognised to be of national importance.

Essential information for your visit

The Tower as a Palace

The Tower is a Palace, which was used by Kings and Queens as a royal residence and ceremonial space. It was designed as a statement of power to impress.

- **Visit the Medieval Palace.** St Thomas' Tower, the Wakefield Tower and the Lanthorn Tower are today known collectively as the 'Medieval Palace'. They lie at the heart of what was formerly the residential area of the Tower, which was richly decorated and with comfortable lodgings grand enough for any medieval monarch. Built by Henry III (1216-72) and his son Edward I (1272-1307), they have been re-presented for today's visitor to evoke a vivid picture of 13th-century life.
- **Spot where the Yeoman Warders live.** People have always lived at the Tower of London and this continues today. Yeoman Warders and their families live here as a part of the Tower community. You will see their houses and gardens scattered throughout the Tower.
- **Look at the famous ravens.** Legend says that the kingdom and the Tower will fall if the ravens ever leave the fortress. It was Charles II, according to stories (but probably not historical fact), who first insisted that the ravens should be protected and they each now have one wing clipped to avoid the legend coming true. There are seven ravens at the Tower today - the required six, plus one spare! Their lodgings can be found next to the Wakefield Tower.
- **Count the chapels.** Monarchs were expected to be Christian leaders. The Chapels Royal were an integral part of the royal palace, used by kings, queens and the Tower community. At the Tower, there are two, The Chapel of St Peter ad Vincula (1520 AD) and The Chapel of St John the Evangelist (1078AD) inside the White Tower. The Chapel of St Peter ad Vincula is usually open to the public after 3pm.
- **Find the life-sized sculptures of animals around the Tower by the artist, Kendra Haste.** These represent the Royal menagerie, which was founded at the Tower of London by King John in the early 1200s. The Tower of London eventually became home to more than 60 species of animals, the more exotic the better. They were kept as status symbols, which reflected the monarch's power and influence throughout the world.
- **Stand at the south lawn.** This is the site of the lost Tudor Palace. In c1100-1600, this area was the very heart of the castle, packed with Palace buildings. Henry VIII built fashionable new apartments here in preparation for Anne Boleyn's coronation as queen.
- **Walk along the wharf.** The Tower's position on the river meant that the royal household, diplomatic and foreign visitors could arrive by river. You can see where the entrances by boat would have been.
- **Look up at the White Tower,** begun by William the Conqueror as a stronghold, a palace and an awe-inspiring symbol of royal authority. It is amongst the best preserved and the most interesting 11th -century buildings in Europe. The "onion domes" or cupolas on top of the four turrets were added under Henry VIII as part of his spending spree on improvements in the run up to Anne Boleyn's coronation and her procession from the Tower to Westminster Abbey.

Essential information for your visit

The Tower as a Prison

The Tower was a prison where people who posed a serious threat to royal and national security were held while awaiting trial or punishment. Throughout its history over 8000 people were incarcerated here.

- **Reflect at the execution site memorial.** It commemorates 10 people who were condemned to death on Tower Green. Three of the ten people were English queens: Anne Boleyn, the second wife of Henry VIII, Catherine Howard, Henry's fifth wife and Lady Jane Grey, queen for nine days.
- **Try to spot Tower Hill** (outside the Tower Walls). Hundreds of prisoners spent their last night at the Tower before being executed on Tower Hill or other sites around London.
- **Visit the exhibition Torture at the Tower** at the bottom of the Wakefield Tower. Physical torture did take place at the Tower but rarely and only in certain circumstances. Psychological torture like solitary confinement was much more common.
- **Explore the Salt, Lower Bowyer and Beauchamp Towers** to see where prisoners were kept and the graffiti they left behind. You will notice that the levels of comfort differed depending on the individual prisoner.
- **Stand by Traitors' Gate** where prisoners accused of treason were supposed to have passed through, including Queen Elizabeth I (although our Curators tell us she probably entered the Tower via a different water gate).
- **Go inside the White Tower.** The unpopular Bishop and royal tax collector Ranulf Flambard, was the first prisoner in the White Tower, as he was imprisoned by Henry I. Flambard's celebrated escape, by befuddling his guards with wine and climbing down a rope hidden in the barrel, was the first in the Tower's history.



Essential information for your visit

What we expect from you

As well as being an award-winning visitor site, the Tower is a military fortress with a permanent military presence. The Tower is also home to many members of staff and their families who live on site. Taken together, all these factors create an environment that is very different to that of a school.

We find it helpful for all group leaders to know our expectations for student behaviour while visiting the Tower. It also helps our staff know how best to help you during your visit and ensures that the many school groups that visit the Tower do not distract other visitors.

Please share the following information with all your accompanying adults to help them feel confident about leading a group while they are visiting. You may also want to discuss certain issues related to your visit with your students prior to the day.

Your students must be supervised at all times

You are responsible for the health and safety of your students during your visit to the Tower, whether on a self-guided visit, participating in a session, in a shop, during lunch, or at any other location around the Tower.

We interpret supervision to mean that accompanying adults will remain in the physical presence of the group of students for which they are responsible at all times. No students should be allowed to move around the Tower without an adult with them. This includes students engaged in worksheet exercises.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 years and one adult per five children aged 0-6 years. We retain the right to refuse entry to groups without a sufficient number of accompanying adults.

Please be sure to divide your students into smaller groups when entering individual buildings within the Tower complex. Many of the Tower's buildings are small and are unsuitable for large groups of people. This includes both the White Tower and Jewel House.

By following these guidelines, you will help all other school groups and general visitors to have an enjoyable visit, and will assist staff to provide a better customer service experience for everyone.

What will happen if my student/s is/are separated from their accompanying adult?

The combination of enthusiastic young learners and a busy visitor site may result in students becoming separated from their accompanying adult.

If a student or students have strayed from their assigned adult, please approach a member of staff who will be able to help you. They will need to



Essential information for your visit

know a description of the student/s concerned, the name of your school/college and the colour of your admission wristband to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, and their adult cannot be easily found, they will ask your student/s to accompany them to an easily accessible location on the route. Your student/s will be asked to provide their name/s, the name of their school and their group leaders.

Our staff will then use the details you supplied on entry to contact you, providing details of where you can meet your student/s. Please keep your mobile phone on and check, it regularly, remembering that the number used to contact you will not show up as one of your contacts.

Inappropriate behaviour

The Tower of London has over 120,000 students visit a year and almost all of these visits pass without incident. However, a small number of incidents do occur with school groups, which could spoil your visit and that of other people. Most inappropriate behaviour has occurred when students were left unsupervised, which is why we insist students are supervised at all times during your visit.

Inappropriate behaviour includes but is not limited to:

- Fighting
- Taunting residents' pets
- Playing ball games anywhere on the visitor route
- Taunting or distracting the guards on duty – particularly outside the Jewel House
- Straying into secure areas off the visitor route after a previous warning
- Running around the visitor route after a previous warning
- Shoplifting
- Heckling staff members
- Littering
- Taking photographs in places where it is forbidden
- Smoking
- Any actions that have a detrimental effect on any other visitor's enjoyment of the Tower.

If an incident occurs then a member of staff, typically a uniformed Yeoman Warder, will isolate the student/s involved and, if the accompanying adults are not present, will contact the group leader using the details provided on entry to meet their unsupervised students.

Our staff members are instructed to leave all disciplinary matters related to such incidents with the group leader. However, our staff can exclude students if they feel their behaviour is having a detrimental effect on other visitors' enjoyment of the Tower. If this occurs, a member of staff will contact you with further details using the contact information provided at the Welcome Centre.

Essential information for your visit

Terms & Conditions

Once your visit is booked, it is fully subject to these terms and conditions.

As the person making the booking, it is your responsibility to ensure that your finance team have received the invoice, and that it is paid on time in accordance with the payment terms. .

In the unlikely event that your invoice is not paid by your payment due date, we will contact you 42 days (6 weeks) prior to your visit date to organise immediate payment of the outstanding balance.

Your deadline for cancelling or amending your booking is 42 days (6 weeks) prior to your visit date. If you need to make any amendments to your booking, or need to cancel for any reason, you must let us know in writing before this date. If you inform us of a cancellation after this date you will still be charged for your visit as per your latest invoice and will not be refunded for any payment that has been made.

If you need to add extra students or adults please let us know before your amendment deadline date, as mentioned above. You may be charged the general group admission rate for any additions made after this date.

If you need to reduce the number of people on your booking you must let us know prior to your 6 week amendment deadline. If you let us know after this deadline you will still be charged for the full invoice as per the numbers you originally provided us with.

Students must be supervised at all times according to our supervision ratios. You are responsible for ensuring that all adults in your group are aware of the supervision requirements. Please refer to our Essential Information packs for more information.

Our staff reserve the right to refuse entry to groups who do not meet these ratios, with no possibility of a refund.

- Key Stage 1 = 1:5 (ages 4 -7)
- Key Stages 2, 3 & 4 = 1:10 (ages 7-15)
- Key Stage 5 and up = 1:15 (16 +)

If you are late on the day of your visit you must call us on **07815 721 540** to confirm your estimated time of arrival. We will then discuss your options with you.

If you have booked a session: Due to the number of sessions that presenters deliver during the day please be aware that if you are between 15 and 30 minutes late you will receive a shortened session. Groups who are more than 30 minutes late will forfeit their session.

If you are booked for a self-led visit: You must arrive prior to 15:00. We do not do timed admission so you can arrive at any point before 15:00 on the date of your visit. Unfortunately if you arrive after 15:00 we cannot guarantee you entry to the site, and you may forfeit your tickets, without a refund.

Please note we cannot give refunds for late cancellations or non-arrivals

Essential information for your visit

Facilities

Toilets

Groups should use the main toilets in the Brick Tower, behind the Jewel House or near the Cradle Tower. Accessible toilets and baby changing facilities are also situated here.

There are public toilets in the coach park behind the Welcome Centre. This is useful for groups before entering or leaving the Tower but please note that there is an additional charge for using these facilities.

Lunchrooms

We are unable to offer all of our groups a lunchroom. Priority is given to younger students (Key Stage 1 & 2). If you have not been assigned a lunchroom, you are welcome to picnic on any benches that are available around the visitor route or in the moat (if open) but please do not leave any litter. In the event of bad weather, there are sheltered areas in the deep-set archways opposite the Raven Shop.

If using the moat, please be aware that the Yeoman Warder tours start from this area at certain times so please ensure there is plenty of space available for the tours and that noise is kept to a minimum.

Unfortunately, school groups are not able to use the New Armouries Café or the tables and chairs near the Raven Shop as these are reserved for members of the public purchasing food and drink.

Bags

There are no locker or cloakroom facilities at the Tower of London so all coats, bags and lunches must remain with your group at all times.

Shopping

We recommend that school groups use the Raven Shop when they are inside or the Tower Shop, which is near the main entrance.

The White Tower, Beefeater and Jewel House shops are not suitable for groups of more than 10 due to their small size.

When visiting any of our shops we would advise going in small groups and briefing your students that shoplifting will not be tolerated and could result in your group being removed from the site.

Essential information for your visit

Accessibility

Additional needs

Please let us know as soon as possible if any of your students have special educational needs and/or health or mobility difficulties. We can be contacted on **020 3166 6646** or towerlearning@hrp.org.uk. We will make arrangements to maximise their enjoyment of the day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

Wheelchair access

Whilst the Tower welcomes all visitors, this historic building has places with difficult stairs and passageways and wheelchair access is limited. The Jewel House, the Tower's Mint exhibition and the Lower Bowyer Tower are fully accessible. There is a lift between the ground floor and the basement of the White Tower – please speak to a Yeoman Warder to access this. We recommend that visitors bring their own wheelchairs.

Toilets

Fully accessible toilets are located near the Salt Tower and the New Armouries Café. Toilets with limited access for disabled visitors are located behind the Jewel House and by the Cradle Tower.

Visitors on the autism spectrum

We have a guide for parents/carers of children and people on the autistic spectrum and related conditions. We hope it answers common questions and highlights any relevant issues. It can be found on our website or we can email it to you if you email us at towerlearning@hrp.org.uk.

Lunchrooms

The Cradle Tower Lunchroom is up some steep, narrow steps on the first floor with no other method of access. It is therefore unsuitable for visitors with mobility issues. If you have been allocated this room and you have students who cannot manage stairs please let us know. In case of rain, there is potential for a child in a wheelchair plus a friend and a carer to picnic in the New Armouries café. If you would like to use this facility, we must be informed in advance so that arrangements can be made.

Sessions

If you have booked a session and someone in your group has mobility difficulties please let us know in advance by calling **020 3166 6646**. Many of the sessions are route based and move around the Tower involving the use of stairs. If we know in advance then adaptations to the session and route can be made. A lift is available for all sessions taking place in the Learning Centre.

To obtain a copy of the **Access Guide** please download a copy from our website.

Essential information for your visit

Further Information

Teacher Resources

Please see our website for further teacher resources. If you have booked a session, you will find your teacher notes for the session on our website. We have included direct links to all resources on your emailed booking confirmation.

Our staff

Members of staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of the Tower. Please treat our staff with courtesy and professional respect, remembering that they are responsible for ensuring a good experience for all our visitors.

The difference between costumes and uniforms

Students may have difficulty discerning the difference between costumes and uniforms, and given that you will see both at the Tower the following may be helpful.

Costumes

If you have booked a session, it is possible that your presenter will be wearing a costume from the Tudor or Medieval period. Live interpretation, the acting out of scenes for the Tower visitors, occurs daily and is carried out in period costume. Typically, these costumed presenters are actors who wear costume as part of their work.

We encourage visitors to interact with these presenters, where appropriate, and ask them questions about their costumes and character.

Uniforms

All those in contemporary military uniform, most notably the sentries outside the Jewel House and Queen's House, are professional soldiers and not actors. Those who are in possession of medals have earned them through their service in recent campaigns.

These soldiers are focused on their duties as sentries, which is why visitors should not distract them. As professionals, these servicemen deserve respect and should not be taunted.

The Yeoman Warders are also military professionals. Each has retired from the British Armed Forces as a senior non-commissioned officer with at least 22 years of service, and holds the Long Service and Good Conduct medals. As well as their military duties, the Yeoman Warders maintain the oral history tradition that has existed at the Tower for many centuries. Each has vast knowledge and will be pleased to answer your questions.

Other members of staff at the Tower who wear uniforms include Jewel House and White Tower Warders.

Essential information for your visit

Yeoman Warder Tours

The subsidised schools rate does not include access to a Yeoman Warder tour. These take place daily at specific locations around the site. They involve large numbers of visitors and due to the amount of background noise across the site it can be hard for people on them to hear. We therefore ask that you keep any group noise to a minimum when you are near them.

Secure areas

The Tower of London is a unique community. As well as being a visitor attraction, it is home to many members of staff and their families. It is also a military fortress. As a result, certain parts of the Tower will remain off-limits to general visitors, as these are the areas, which contain the private residences for members of staff and their families. We ask that you keep to the visitor route and respect the privacy of our residents.

Ravens and pigeons

The ravens are one of the many traditions of the Tower, which fascinate our visitors. These large wild birds are looked after by the Ravenmaster who feeds them regularly and ensures their welfare. Please do not feed the ravens, taunt them or interact with them in any way, as their behaviour can be unpredictable. They can bite if they feel their territory is being threatened, so please be careful.

As with many locations in central London, there are pigeons in the Tower. Please help us to reduce their population by placing all your litter in the bins provided, and by not feeding any scraps of food to these birds.

Smoking

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

Photography and filming

Visitors are welcome to take photographs within most areas of the Tower. Photographic equipment (such as tripods) and selfie sticks should not be used inside the buildings. For either religious or security reasons, photography is not allowed in the following areas:

- The Jewel House
- The Martin Tower
- The Chapel of St. John (in the White Tower)
- Inside the Chapel Royal of St. Peter ad Vincula

Historic Royal Palaces is a safeguarding aware organisation and takes it responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing other visitors. If you have concerns about photography of your group, please speak to a member of Front of House Staff.

Eating & Drinking

Please do not eat or drink in any of the historic areas and buildings.

Essential information for your visit

Security Information

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance.

As with many public venues Historic Royal Palaces uses a range security measures to help minimise the possibility of terrorist, or other criminal activity taking place, and these measures also include procedures to deal with incidents should they actually happen.

Security reviews

The security in place across our estate is subject to continuous review, and we are assisted in that task by the Metropolitan Police Service and the National Counter Terrorism Security Office.

Our security team receive regular briefings from the police and security services and are in regular contact with a number of agencies who are able to provide advice and guidance about how we can enhance our security.

Our staff are regularly briefed on security matters.

Security procedures

Historic Royal Palaces' reserves the right to conduct bag searches as a 'condition of entry' to all of its sites. As a result, it would be helpful if the carriage of bags could be kept to a minimum, with only small bags being carried where necessary.

In the unlikely event that an incident should occur, it may be necessary to close, or evacuate, part, or all, of a site. If this occurs, you may be directed by staff to leave by certain routes, or prevented from leaving via certain routes, or from leaving the site entirely, if it is considered to be in your best interests.

Further information

Whilst we work hard to protect everybody who visits or works at Historic Royal Palaces, we are acutely aware that the measures we have in place can only help to mitigate against the likelihood of an attack rather than completely remove the threat.

The UK Government and security services have created a range of information material, including short videos, publicising their public advice to 'Run, Hide, Tell' in the event of a firearms or weapons attack. The following link, <https://www.youtube.com/channel/UC7MzQwBCMi4o3b2wZXbx0Ew> will take you to one of the 'Run, Hide' Tell' videos, and if you or anyone in your party have not already seen the film, we would highly recommend it to you.

Essential information for your visit

Health & Safety Information

We carry out risk assessments on all of our activities and we have assessed the risks associated with visiting the Tower of London as very low but please remember the site is open to the public and consider this when planning your visit.

Supervision

Your students must be supervised at all times. We interpret supervision to mean that at all times accompanying adults will remain in the physical presence of the group of students for which they are responsible. No students should be allowed to move around the Tower site without an adult with them. This includes when students are completing worksheets or other activities.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 years and one adult per five children aged 0-6 years. **We retain the right to refuse entry to groups without a sufficient number of accompanying adults.**

Please be sure to break up your students into smaller groups when entering individual buildings within the Tower complex. Many of the Tower's buildings are small and are unsuitable for large groups of people. This includes both the White Tower and Jewel House.

Lost Children

If a student/s has strayed from their assigned adult please approach a member of staff as soon as you notice and they will be able to help you. They will need to know a description of the student/s concerned, the name of your school and the colour of your admission wristband to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, we will use the contact details you supplied on entry to contact you, providing details of where you can meet your student/s. Please keep your mobile phone on and check it regularly.

Equipment

Any equipment provided by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident occurring. Individuals are responsible for any equipment they bring into the Tower and its grounds. At the beginning of any session, a member of staff from Historic Royal Palaces may issue instructions. It is important that the group leader/all accompanying adults listen to and follow these instructions.

Clothing

Please make sure that your group is suitably dressed for the day's activities. Large parts of all visits to the Tower of London are spent outside, or in spaces with little or no heating. Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

Essential information for your visit

Insurance

Historic Royal Palaces has public liability insurance. Details can be provided on request.

Accidents/First aid

If there is an accident or near accident during your visit, please find the nearest member of staff who will be able to help you. First aid is always available and a record will be made of any accident that occurs.

In case of evacuation

Please respond to the directions given by our members of staff.

Safeguarding children, young people and vulnerable adults

Our aim is to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built. This welcome to 'everyone' includes children, young people and vulnerable adults. We want their experience of engaging with our palaces and their stories to be meaningful, enjoyable and safe. Our full safeguarding policies and procedures are available under <https://www.hrp.org.uk/about-us/policies/safeguarding-policies-and-procedures/>

Reporting: If a safeguarding incident occurs while you are on site please report this immediately to a member of HRP staff.

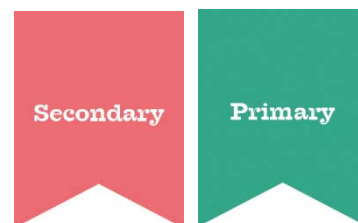


Essential information for your visit

Possible Risks and Hazards

Hazards	Controls
Slip, trips and falls whilst walking over uneven ground within the Tower and grounds, e.g. cobbles and flagstones.	Adequate supervision of group by responsible adults. Wear sensible shoes and walk at a reasonable pace. Avoid running on historic surfaces. First aid is available across the site.
Slips, trips and falls whilst walking up or down steps which may be smooth, uneven, unevenly spaced or visually difficult to see.	Adequate supervision of group by responsible adults. Hazard warning signs in place. Provision of edge protection where appropriate. First aid is available across the site.
Hitting head on low structures, e.g. archways.	Adequate supervision of group by responsible adults. Soft protective coverings where required. First aid is available across the site.
Trapping fingers in doors, e.g. toilet cubicle door, entry and exit to apartments.	Adequate supervision of group by responsible adults. First aid is available across the site.
Falls from height, for example by stretching over walls on the battlements.	Adequate supervision of group by responsible adults. First aid is available across the site.
Contact with work equipment	Adequate supervision of group by responsible adults. Keys not left in mobile equipment. Tools not left unattended. Unauthorised areas locked shut and well signposted.
Burns from touching hot surfaces, for example light bulbs, candles in the Chapel Royal St Peter Ad Vincula.	Adequate supervision of group by responsible adults. Guards provided where necessary. Warders present to oversee activity. First aid is available across the site.
Health issues from dog and ravens/ birds faeces around the grounds.	Adequate supervision of group by responsible adults. Washroom facilities provided. Wash hands prior to eating.
Collision with motor vehicles and cyclists on Tower Hill and the Wharf.	Introductory talk at the start of activity. Adequate supervision of group by responsible adults. Speed limits in place. Trained Staff are present to maintain speed limit.
Injuries from participation in planned education activities, events, sessions.	Risk assessment of activity, event or session carried out by HRP staff. Introductory talk at the start of any presenter led activity.

Essential information for your visit



School Agreement Form

Please complete this form and return it by email (see below for details) to the Schools team in advance of your visit.

Name of School:

Date of Visit:

Name of Group Leader:.....

Booking Reference Number:.....

I, the undersigned, having capacity to sign on behalf of the visiting school, accept the following two clauses:

1. I have read, understood and agree with the information and conditions given in the “Essential information for your visit” information pack.
2. The visiting school/group has appropriate insurance to cover their visit to the Tower of London.

Signature:.....

Date:

Print Name:.....

Position in School:.....

To find out more about how we collect and use personal data, please see Historic Royal Palaces' [Privacy policy](#)

Please return this form in advance of your visit by email to:

Email: towerlearning@hrp.org.uk

Operations Team - Administration Office
School and Communities Team, Public Engagement
The Clore Learning Centre (based at) Hampton Court Palace
Surrey
KT8 9AU

Essential information for your visit

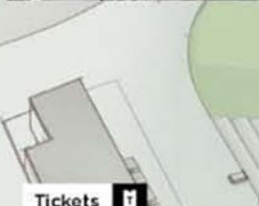
A Checklist for Teachers

Before your visit, please work through the checklist below, to ensure that everything is ready for your visit to HM Tower of London.

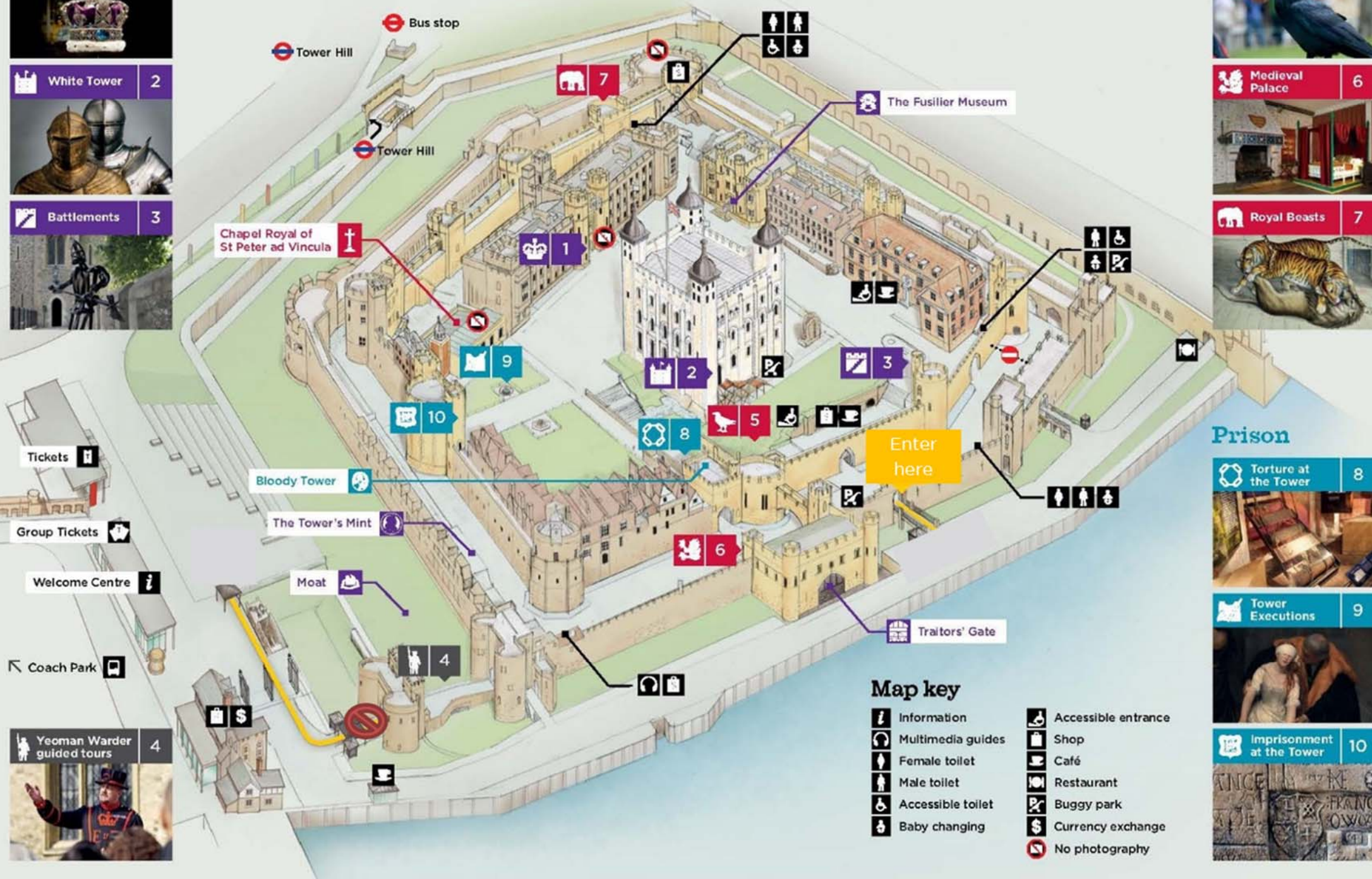
- Carefully plan your journey to the Tower of London, allowing some extra time for travel delays and parking (if applicable).
- Read the Essential Information pack and Teacher Notes for your session (if applicable).
- Conduct a preliminary visit using the complementary voucher for two teachers at the bottom of your booking confirmation email. This will help you plan a timetable for the visit and ensure you are familiar with the site before coming with your group.
- Do a risk assessment for the visit. We have listed some possible risks and hazards in the Essential Information pack to assist you with this.
- Sign and return the School Agreement form in the Essential Information pack.
- Ensure you are bringing the right number of adults to fulfil our ratios.
- Inform us of any changes to your group numbers, this will ensure we have the right number of admission wristbands ready for you on arrival.
- Tell us about any accessibility issues so we can accommodate them as much as possible.
- Remind the group to wear appropriate clothes and footwear as a large part of your visit to the will take place outside.
- Ensure that all accompanying adults have a printed out map of the site, a timetable for the day and any directions they need to the session meeting points or lunchroom (if applicable).
- Share your emergency contact numbers with all accompanying adults.
- In the days before your visit, check the Historic Royal Palaces website for news of any last minute closures.
- Have your contact number ready to share with a member of staff upon registration at the Schools Desk on arrival.
- Make sure you have the telephone number to call if you are running late on the day of the visit (07815 721 540).

Essential information for your visit

Fortress



Explore three sides of the Tower's amazing story Fortress **Palace** **Prison**



Palace

