

# Essential Information

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# Checklist for teachers

## Before your visit

- Read our full Terms and Conditions [here](#) and ensure that full payment has been made.
- Read this pack and any Teacher Notes that accompany your booked session (if applicable)
- Carefully plan your journey to the Tower of London, allowing some extra time for travel delays and parking (if applicable). If you have booked a session, please allow additional time for entering the site and making your way to the session meeting point.
- Conduct a preliminary visit using the complementary voucher at the bottom of your booking confirmation email.
- Create your own risk assessment for the visit. We have listed some possible risks and hazards on our website [here](#), which may help with your planning.
- Ensure you are bringing the right number of adults to fulfil our ratios (see Guidance for group leaders on p6).
- 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 needs 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 site will take place outside.
- In the days before your visit, check [here](#) for information of any route closures.

## On the day of your visit

- Ensure that all accompanying adults are briefed, 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 and brief them about the supervision requirements.
- Have your contact number ready to share with a member of staff at the Welcome Centre Schools Desk on arrival.
- Make sure you have the telephone number to call if you are running late (07815 721 540).
- Group sizes - Despite being a palace, some spaces are not very big! We recommend you explore with groups of 10 students and a minimum 1-2 accompanying adults.

## Essential information for your visit

# Before visiting the Tower

## 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 Tower closes. We recommend at least 2-3 hours 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](http://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. There is a free drop-off period of 15 minutes and thereafter parking charges apply.

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

## 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](mailto: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.

## Visitors on the autism spectrum

We have a guide for parents/carers of children and people on the autistic spectrum and those with related conditions. We hope it answers common questions and highlights any relevant issues. It can be found on our website [here](#).

## 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 member of staff 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 - please speak to a member of staff to access this.

## Lunchrooms

The Cradle Tower Lunchroom is located up some steep, narrow steps on the first floor with no other means 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. There is a separate accessible lunchroom which may be available for booking in advance – please enquire at the point of booking. 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 sessions taking place in the Learning Centre.

To obtain a copy of the **Access Guide** please download a copy from our website [here](#).

## Essential information for your visit

# On the day

## On arrival

### Register

All group leaders must go to the **Welcome Centre** on Tower Hill upon arrival. 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.



The Schools Desk will be staffed by a member of the Schools Team from 09:30-15:00 (Monday-Friday). Please note we cannot give refunds for late cancellations or non-arrivals.

### 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 wristbands are your tickets and should be worn at all times whilst at the Tower of London by both students and accompanying adults. 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.

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.

### 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. Please see our website for more information.

We ask that teachers 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.

## Essential information for your visit

- Brief students not to bring things such as scissors, compasses, metal cutlery or sharp metallic implements.
- Only bring what you need. If required, the Schools & Communities team will provide all necessary equipment such as clipboards, pencils and drawing materials.
- If you are bringing work for your students to complete in the palace, please use pencils and not pens.

## Booked sessions

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.

### 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.

## Guidance for group leaders

Please bear in mind that the Tower is a military fortress guarded by serving members of the armed forces. It is also home to Yeoman Warders and their families, and we ask that all of our visitors are respectful to each other and staff whilst on site.

Teachers should brief their students to follow instructions and signage, and to stay with their accompanying adult **at all times**, including lunch time, in the shops and during sessions. This ensures that staff/students ratios are adhered to as per the Terms and Conditions of your visit.

Our ratios are as follows:

- 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 +)

Our staff reserve the right to refuse entry to groups who do not meet these ratios as they are a Health and Safety requirement.

## Essential information for your visit

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 students

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 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. Please ensure that your students know to approach a member of staff or Yeoman Warder if they get separated from the group. The staff member will stay with the student and will use information given by them (for example their school name) to contact the lead teacher on their emergency contact number.

Please keep your mobile phone on and check it regularly.



## What's included?

### The subsidised schools rate includes:

- Access to the general visitor route, including the Jewel House
- 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 lunchroom.

## 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 after leaving the Tower but please note that there is an additional charge for using these facilities.

### Lunchrooms

Unfortunately, we are unable to offer all of our groups a lunchroom. Priority is given to younger students (Key Stage 1 & 2). If you have been allocated a lunchroom, please arrive and depart on time, noting that each lunch slot is only 20 minutes. Please leave the lunchroom as you would like to find it - bins are provided in all rooms.

## Essential information for your visit



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) and there are plenty of bins across the site for 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 you are considerate about noise.

We ask that school groups don't 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. 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 with the accompanying adult.

# **Further information**

## **Teacher resources**

Please see our website for further teacher resources [here](#). If you have booked a session, you will find your Teacher Notes for the session attached to your booking confirmation email; these are also available on our website under [School Sessions](#).

## **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. You are also likely to encounter staff in both costume and wearing uniforms.

## **Costumes**

If you have booked a session, your presenter may be wearing a costume. Live interpretation, the acting out of scenes for the Tower visitors, occurs daily and is carried out in period costume. 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. These soldiers are focused on their duties as sentries, which is why visitors should not distract them. As professionals, these service members deserve our respect and are trained to respond as active members of the armed forces.

## **Essential information for your visit**



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. Each has vast knowledge of the Tower and will be pleased to answer your questions.

## **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**

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 or interact with them in any way, as their behaviour can be unpredictable.

Please ask your students to keep food away from the ravens and also to avoid leaving litter and scraps of food around. This will help ensure that the ravens' diet is maintained and that we do not attract pigeons or other rodents to the site.

## **Smoking**

Smoking is not permitted in any buildings at 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 security reasons, photography is not allowed in the following areas:

- The Jewel House
- The Martin Tower

Historic Royal Palaces is a safeguarding aware organisation and takes its 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 buildings.

## **Security information**

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance. Our security policies can be found on our website [here](#).

## **Essential information for your visit**

# Health & Safety information

We carry out risk assessments on all of our activities. Please remember the site is open to the public and consider this when planning your visit.

An example of potential risks and hazards can be found [here](#).

This document is designed to support you to create your own risk assessment for your trip. We recommend that you take advantage of your preliminary visit vouchers (contained in your confirmation email) to plan and assess your visit for your group.

## Supervision

We require that all learning groups are supervised at all times. Please ensure that all adults accompanying your trip understand that they are responsible for the behaviour of their students.

## 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.

## 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. First aid will be 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









We want everyone to engage with our palaces and their stories. As our audiences include children, young people and vulnerable adults, we have created Safeguarding policies to ensure that all of our visitors can access our sites enjoyably and safely. Our policies and procedures are available [here](#).

**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



# Fortress

-  Crown Jewels 1
- 
-  White Tower 2
- 
-  Battlements 3
- 
-  Yeoman Warder guided tours 4
- 

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



# Palace

-  The Ravens 5
- 
-  Medieval Palace 6
- 
-  Royal Beasts 7
- 

# Prison

-  Torture at the Tower 8
- 
-  Tower Executions 9
- 
-  Imprisonment at the Tower 10
- 

## Map key

-  Information
-  Accessible entrance
-  Multimedia guides
-  Shop
-  Female toilet
-  Café
-  Male toilet
-  Restaurant
-  Accessible toilet
-  Buggy park
-  Baby changing
-  Currency exchange
-  No photography