

# Booking Request Form Guidelines

These guidelines have been written to help you complete our booking request form, we will only make a booking for your group to visit Hillsborough Castle & Gardens if a form has been filled out correctly and emailed to us at [hillsboroughlearning@hrp.org.uk](mailto:hillsboroughlearning@hrp.org.uk).

By filling in a form, you will be making a request for a **confirmed** booking to be made for your school group at the subsidised schools rate. **We do not make provisional bookings.**

- **Check Availability**

Please feel free to call the team on **020 3166 6646** or email [hillsboroughlearning@hrp.org.uk](mailto:hillsboroughlearning@hrp.org.uk) to check availability for the session you wish to book before completing this form.

- **School Details**

Please make sure that this section is completed in full so that your school is invoiced correctly. All bookings require a finance contact name and email address. It is recommended that you also provide the name and email address of the visit organiser. Booking confirmation details, and your invoice, will be sent to all named contacts on the booking.

- **Date of Visit**

Please put as many date choices as possible. If your first date choice is not available, we will automatically check availability for the second and third choice dates and book these instead, if they are available.

- **Time of Arrival**

Please estimate your arrival time, this will help us prepare for your visit and ensure there is someone on site to welcome your group.

- **Number of Adults**

Please put down the **total** number of adults you are bringing, including 1:1s and any additional adults over the ratio.

A minimum adult to student ratio is required as follows:

- Key Stage 1 (age 4-7) = 1:5
- Key Stage 2, 3 & 4 (age 7-15) = 1:10
- Key Stage 5 and up (age 16+) = 1:15
- SEND groups can determine their own ratios.

Teachers and adults who are fulfilling these ratios are admitted free of charge, as well as adults needed for 1:1 assistance. Additional adults will be charged at the standard group rate. Additional adults must be booked and paid for in advance to receive this rate.

Accompanying adults are required to remain **with** the students for the whole of your visit. Any group, which does not meet the above requirements for supervision, will not be accepted at the subsidised schools rate.



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- **Number of Students**

Please state exactly how many students you will be bringing on your visit, as well as the year group. This will ensure that you are invoiced correctly, as well as enabling the session presenters to fully prepare for your group.

- **SEND/1.1 details**

If you are bringing any students who require 1:1 support, please indicate this in the relevant boxes. Please also ensure that you include details of any SEND requirements, as this is useful for us to know in advance of your visit.

- **Session Request**

Please let us know what your first and second choice sessions are and your preferred timeslots, to aid you in this we advise consulting the website which lists the days and times when sessions run. If your first choice is unavailable the team will automatically book your second choice. If that is unavailable they will look to book you in on your 2<sup>nd</sup> or 3<sup>rd</sup> choice date of visit.

We have maximum capacity numbers for each session so you may need to book more than one session if your group exceeds these capacities. Check the website to find out the maximum capacity of each session.

- **Submitting your form**

We advise that you read our [terms and conditions](#) before you send us your completed booking request form. The team will work through booking request forms on a first-come, first-served basis, so please ensure that the form is completed in full, as incomplete forms will be returned to you for further clarification and this could delay your booking and risk the date/session/timeslot you wish to book being taken by another school.

**Once a booking is made for you we will send you a booking confirmation email with invoice and further visit information attached.**



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