

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 [Hampton Court Palace](#) if a form has been filled out correctly and emailed to us.

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.**

- The highly subsidised schools rate is only available **Monday – Friday UK term time.**
- **Please provide a 1st, 2nd and 3rd choice date of visit.** Please note that if your first choice date is not available our bookings team will automatically move on to your second choice date. If you would like to check availability before completing this form please call the schools booking team on 020 3166 6646 or email hamptoncourtlearning@hrp.org.uk
- **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. Please note that all our groups must arrive **before 15:00** on the date of their visit.
- **Number of pupils/ students.** Please have ready the total number of pupils/ students as well as their ages. If a group is a mixture of 15 and 16 years old please provide a breakdown of ages to ensure your invoice is accurate.
- **Number of adults.** Please put down the total number of adults you are bringing, including 1:1s and any additional adults. We will not be able to make a booking without a sufficient number of accompanying adults

Whilst onsite **school groups are required to be supervised by adults at all times.** Please ensure you have the correct number of adults to meet the below requirements. Each adult / teacher within this ratio will be free of charge:

A minimum adult to student ratio is required as follows:

- Early Years Foundation Stage = 1:4 (free adult spaces available up to 1:2)
- 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.
- **Type of visit.** You must complete this section on the booking form. There are two options for international school groups to choose from, an International schools activity trail or an International schools tour. Please ensure you have ticked which option you would like on the booking form. Further information about each of these options can be found [here](#).

Type A – The International schools activity trail. Through a variety of challenges and activities the trail will provide facts about the Palace and its history and encourage discussion and

collaboration. If you wish to book this option please indicate this in the relevant box. You will also need to select the language that you would like the trail to be in – English, French, or German.

Type B – An International Schools Tour. Taught in English this tour is led by a costumed presenter, allowing you to learn about the history of the Palace and discover some of its most famous stories. If you wish to book this guided tour, please also select which time slot you would like to book. The tour runs three times a day and each time slot holds a maximum of 35 students. If there are more than 35 students in the group, you must select multiple time slots to accommodate your entire group.

- **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. Please note that when your booking has been confirmed by our team you have until 6 weeks (42 days) prior to your visit date to make any necessary payments.