

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 to **Kensington 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.**

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 kensingtonlearning@hrp.org.uk

- **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.
- **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.
- **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.



- **Type of visit.** You must complete this section on the booking form. You can either take part in a self-led visit or if you are a UK schools you can choose to take part in one of our education sessions. Details of the different sessions we offer can be found [here](#).

Type A – Self-led visit. Please tick if you would like to take part in a self-led visit.

Type B – I would like each group to take part in ONE session. Please provide a first and second choice session type, if we do not have availability for your 1st choice we will automatically book you in for your second choice. We have a maximum capacity of 35 students per session, if you have more than this please put time the appropriate number of time slots.

Type C – I would like each group to take part in TWO sessions. Please note down the two sessions that you would like to take part in, along with your desired session times.

- **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.

