

Booking Request Form Guidelines

These guidelines have been written to help you complete our Home Educator booking request forms. We will only be able to make a booking for you if a form has been filled out correctly and emailed to us at the appropriate address below.

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

In order to obtain the subsidised rate, groups must be booked at least two months in advance, and payment is due six weeks prior to the visit. Please note this rate is only available Monday – Friday UK term time. The subsidised rate often sells out, so please do provide as much notice as possible in order to avoid disappointment.

- **Lead adult details.** Please make sure that this section is completed in full so that you are invoiced correctly. The details provided in this section will be used on the invoice. As the lead adult you are taking responsibility for the booking and will be the person invoiced.
- **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 us on 020 3166 6646 or email one of the below email addresses.
- **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 children.** Please indicate the total number of children you will be bringing as well as their ages. If a group is a mixture of ages please provide a breakdown for us.
- **Number of adults.** Please put down the total number of adults you are bringing. We offer each family group one adult free of charge. Please provide details of the number of individual families that will make up your overall group. Additional adults will be charged at the standard group rate.

Whilst onsite **all children booked at the subsidised rate must supervised.** Please ensure you have the correct number of adults to meet the below requirements. Each adult 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 children 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. Please note that Digital Missions are only available at Hampton Court Palace and the Tower of London. If you are visiting Kensington Palace or the Banqueting House you will only be able to book a self-led visit.

Type A – Self-led visit. Please tick if you would like to take part in a self-led visit. There is no minimum to the size of group you can book for.

Type B – Digital Missions. This costs £5.95 per child aged 5-15 years, and includes admission. There are multiple ‘missions’ to choose from, which will be completed on a digital tablet. The activity includes an introduction session of 15 minutes with a presenter, who will set the children on their ‘mission’ and loan out the tablets. The activity will then be guided by the tablet and facilitated by the adults within the group. A Digital Mission session holds a minimum of 12 and maximum of 35 children.

- **Submitting your form.** We advise that you read our [terms and conditions](#) before you send us your completed booking request form, as these apply to Home Educators and school groups. 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.

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.

Email addresses for bookings / enquiries:

Tower of London: towerlearning@hrp.org.uk

Hampton Court Palace: hamptoncourtlearning@hrp.org.uk

Kensington Palace: kensingtonlearning@hrp.org.uk

Banqueting House: banquetinghouselearning@hrp.org.uk