

# Booking Request Form Guidelines

These guidelines have been written to help you complete our school booking request form. We will only make a booking for your group to visit Hampton Court Palace or the Tower of London 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.

All school group admissions must be booked in advance, we recommend booking at least two months in advance as payment is due six weeks before visiting. Please note this rate is only available Wednesday – Friday UK term time. Please visit the school planning pages on our website for more information: [Hampton Court Palace](#) or [Tower of London](#).

- **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.
- **Please provide a 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> 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.
- **Preferred entry time.** In order to best manage social distancing on our sites we have introduced thirty-minute time slots for entry. The available time slots for school groups to choose from are as follows: 10:45, 11:15, 11:45, 12:15, 12:45 and 13:15. **Please provide a 1<sup>st</sup> and 2<sup>nd</sup> choice entry time.** If your first-choice entry time is not available, our bookings team will automatically move on to your second-choice entry time. We ask that you arrive 15 minutes prior to your allocated entry slot to allow time to register at the Schools Desk. We can accommodate up to 105 students per entry slot, if you are bringing more students than this, you will need to choose two entry time slots. School groups visiting any Historic Royal Palaces site will be treated as a school “bubble”, if you are booking for more than one “bubble” we recommend selecting separate time slots to allow you to distance on arrival and during lunch.
- **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.
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- **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.** As a result of the devastating impact of COVID-19 on our charity we regret to inform you that we will not be running our interactive school sessions this academic year (2020-21). This is with the exception of the Mid-Tudor Crisis A-level sessions at the Tower of London and Hampton Court Palace.
  - **UK school groups** must select the *Self-led Visit* option (unless you are bringing an A-Level group and wish to book the sessions mentioned above). To best support your visit, activity trails will be available for all key stages and teacher notes will be sent in advance of your visit to support with planning your day.
  - **International school groups** must select the *International Schools Activity Trail* option. This activity trail gives international students a new way to explore Hampton Court Palace or the Tower of London. Please select whether you would like the trail in **English as a foreign language, French, or German**.
  - **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.

**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](mailto:towerlearning@hrp.org.uk)

Hampton Court Palace: [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk)