



HISTORIC ROYAL PALACES

## Home Educator Booking Guidelines – 2021/22

These guidelines have been written to help you complete the HRP Home Educator booking form. We will only make a booking for your group to visit the Tower of London or 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 group at the subsidised education rate, which is subject to our [terms and conditions](#). **Please note that we do not make provisional bookings.**

All subsidised 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 during UK term time. Please visit the planning pages on our website for more information: [Hampton Court Palace](#) or [Tower of London](#).

- **Lead adult details**

Please make sure that this section is completed in full so that you are invoiced correctly. The lead adult will take responsibility for the booking and will be the person invoiced. *If we receive a relevant request from NHS Test and Trace or local public health officials we will share these contact details as mandated by the UK Government.*

- **Please provide a 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice date of visit**

If your first-choice date is not available our bookings team will automatically move on to your second or third choice date.

- **Entry time slots**

In order to best manage social distancing on our sites we have introduced 30 minute time slots for entry. The available time slots for education groups to choose from are as follows: 10:15, 10:45, 11:15, 11:45, 12:15, 12:45, 13:15 and 13:45. Please provide 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice entry time slots. If your first-choice entry time is not available, our bookings team will automatically move on to your second-choice entry time and so on. We ask that you arrive 15 minutes prior to your allocated entry time slot to allow time to register with our team. We can accommodate up to 105 students per entry time slot. Education groups visiting any Historic Royal Palaces site will be treated as one “bubble” unless you request differently. 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 families/children/adults**

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.

Please put down the total number of adults you are bringing. We offer one adult ticket free of charge per family group. Please provide details of the number of individual families that will make up your overall group so that we can invoice correctly. Additional adults will be charged at the standard group rate.



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Whilst onsite all children booked at the subsidised rate must supervised.

- **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.

- **Submitting your form.**

We advise that you read our [terms and conditions](#) before you send your completed booking request form, as these apply to all groups booking at the subsidised education rate. 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 has been made, we will send a booking confirmation email with an invoice and further visit information attached. Please note that when your booking has been confirmed by our team you have until six 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)