



HISTORIC ROYAL PALACES

## Booking Request Form Guidelines – 2021/22

These guidelines have been written to help you complete the HRP International School Visit 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](#). **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: [Tower of London](#) or [Hampton Court Palace](#).

- **School/agency details**

Please provide the details for your school. If you are booking from a travel agency, please provide the details for the agency and put the school/group name in the relevant box so that we invoice you correctly. *If we receive a relevant request from NHS Test and Trace or local public health officials we will share your 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. If you would like to check availability before completing this form please call the schools booking team on 020 3166 6646 or email [towerlearning@hrp.org.uk](mailto:towerlearning@hrp.org.uk) or [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk). *If you are booking for the Tower of London, you can view our online availability calendar which can be found [here](#).*

- **Entry time slots**

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: 10:15, 10:45, 11:15, 11:45, 12:15, 12:45, 13:15 and 13:45. Please provide a 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</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 indicate the total number of pupils/students in the group, 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.



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- **Number of adults**

Please put down the total number of adults you are bringing, including 1:1 support adults 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 (special educational needs and disability)/1:1 details**  
If there are any pupils/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. You do not need to include names.
  - **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. You will also need to select the language that you would like the trail to be provided in – English, French, or German.
  - **Submitting your form.**  
We advise that you read our [terms and conditions](#) before you send 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, which could delay your booking and risk the date/session/timeslot you wish to book being taken by another school.

Once a booking has been made, we will send you 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)