



HISTORIC ROYAL PALACES

Booking Request Form Guidelines

These guidelines have been written to help you complete a booking request form, for a school visit to **Hillsborough Castle and Gardens**. To make a booking for your group a form must be filled out correctly and emailed to us at hillsboroughlearning@hrp.org.uk.

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.

- **Check Availability**

Please feel free to email the team to check availability for the session you wish to book before completing this form.

- **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 both contacts on the booking.

- **Date of Visit**

Please include as many date choices as possible. If your first date choice is not available, we will automatically check availability for the second and third choice dates and book these instead.

- **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.

- **Number of Adults**

Please put down the **total** number of adults you are bringing, including 1:1's and any additional adults over the ratio.

A minimum adult to student ratio is required as follows:

- 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.

Adults who are fulfilling these ratios are admitted free of charge, as well as any needed for 1:1 assistance. Additional adults will be charged at the standard



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group rate. Additional adults must be booked and paid for in advance to receive this rate.

All accompanying adults are required to remain **with** the students for the whole of your visit. Any group, which does not meet the above requirements for supervision, will not be accepted at the subsidised schools rate.

- **Number of Students**

Please state how many students you will be bringing on your visit, as well as the year group. This will ensure that you are invoiced correctly, as well as enabling the session presenters to fully prepare for your group.

- **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. We do not require the names of individual students in this section.

- **Session Request**

Primary sessions are available on Tuesdays and Wednesdays. Secondary sessions run on Thursdays and our SEND sessions run on selected dates throughout the year (check the website for details). If this does not suit your school, please contact us to discuss further. If you are unsure which session to book, see the website for a description and the Teacher Notes for each session. When filling in the form let us know your preferred session timeslot and we will try where possible to accommodate your request.

We have maximum capacity numbers for each session so you may need to book more than one session if your group exceeds these capacities. Check the website session descriptions to find out the maximum capacity of each session.

- **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 and this could delay your booking.

Once a booking is made for you, we will send you a booking confirmation email with your invoice and teacher planning passes.