



HISTORIC ROYAL PALACES

For group leaders and accompanying adults on the day of your visit to the Tower of London

Group leader: We have created this document to assist you on the day of your visit. Please ensure all accompanying adults have read the information below.

COVID-19: Please only visit if you are feeling well. If any staff or students are exhibiting symptoms while on site, please contact a member of staff.

- ❖ Group sizes - Despite being a palace, some spaces are not very big! We ask you to explore in groups of maximum 10 students and a minimum 1-2 accompanying adults. Please observe social distancing with other visitors and staff.
- ❖ Busy areas - When visiting certain areas, you may be asked by members of staff to wait for other groups to move along if it is particularly busy. If this happens, you may decide to continue your visit in another area of the Tower first.
- ❖ Supervision - At all times throughout your visit, your group must be supervised according to our supervision ratios which are 1:5 for pupils aged 0-7 years, 1:10 for pupils aged 7-16 years and 1:15 for students aged 16-18 years. **This includes during sessions, lunchtimes and any free time you allow for your group.**
- ❖ Visitor Route - As well as being a visitor attraction and a military fortress, the Tower of London is also home to many members of staff and their families. As a result, certain areas will remain off-limits as these contain private residences. We ask that you keep to the visitor route and respect the privacy of our residents.
- ❖ Sessions - If you have a booked session, please note the following:
 - Accompanying adults may not leave the session once it has started. The adult supervision ratio explained above needs to be in place at all times.
 - No food or drink is allowed in the Lecture Theatre or in any of the historic areas and buildings.
- ❖ Shops - We recommend that you use the Tower Shop which is situated at the exit.
- ❖ First aid and emergencies – Although we have First Aiders and procedures in place, we expect school groups to provide their own first aid and administer care in the first instance. If there is an accident during your visit, please find the nearest member of staff who will be able to help. Should an ambulance be required, please note that the call need to be by our security team.
- ❖ Coats, bags and lunches – There are no locker or cloakroom facilities at the Tower of London and all coats, bags and lunches must remain with your group at all times.
- ❖ What is not included in your visit – Due to the nature of your visit and group sizes, the Yeoman Warder tours and the live interpretation are not included in your ticket.

We are here to help – Feel free to ask us any further questions you might have!

**TOWER OF LONDON · HAMPTON COURT PALACE · BANQUETING HOUSE
KENSINGTON PALACE · KEW PALACE · HILLSBOROUGH CASTLE AND GARDENS**