



HISTORIC ROYAL PALACES

Essential Information for your visit

This pack has been prepared to provide the group leader with all the information they will need to plan a successful trip to Hillsborough Castle & Gardens.

Please read it carefully and share appropriate information with your accompanying adults and students where necessary.



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Information Relating to Covid-19

We can't wait to welcome you to Hillsborough Castle and Gardens for your visit. We want your trip to be full of fun but also safe for you and your pupils, to that end, we have included some additional information here relating to the Covid-19 pandemic, and how it might impact upon your trip.

Lockdown Measures

Changing legislation and advice from the NI Executive might mean we have to close part, or all of the site, at short notice. Should this happen, we will contact you as soon as possible to rearrange your visit.

Site Closures

If you are visiting on a Tuesday, please be aware that none of the retail or café facilities on site will be open. Wednesday – Sunday, the shop and café at the Lower Visitor Centre/Weston Pavilion will be open should lockdown restrictions allow.

Changes to Sessions

The Covid-19 pandemic has meant that we have had to rework some of our sessions to change the rooms we visit, how long we stay in them, temporarily halt trying on costumes, and reduce the object handling elements, so the session might look a little different from what you've experienced before. Don't worry, if this is the case we've come up with a fun and engaging alternative which minimises any risk to you and your class.

Clore Learning Centre

Throughout your visit, your class will be the only class using the room in the Clore Learning Centre. This will be your space to leave your coats and lunches and have your packed lunch. These spaces are cleaned thoroughly every day. Hand washing facilities are available in these rooms, as well as the toilets in the Clore Learning Centre and the toilet block in the gardens.

We would recommend that you wash your hands thoroughly upon arrival, after the session and before any snack or lunch breaks.

Should there be another school visiting on the day of your visit, they will also be using the Clore Learning Centre but in a separate room. The only shared facilities will be the toilets, and these will be regularly cleaned, particularly any touch points, throughout the day.

Teacher Planning Pass

As always, in your booking confirmation email, you will receive a voucher for a preliminary visit so you can familiarise yourself with the site and conduct your own risk assessment. We kindly ask that a maximum of two members of staff attends this planning visit, and that you contact us in advance to arrange a date and time to do this by emailing hillsboroughlearning@hrp.ac.uk. Thank you.

We look forward to seeing you soon!



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Keeping you safe on your visit

Welcome back to Hillsborough Castle & Gardens

Health and safety - what to expect from us

- Reduced visitor capacities will allow for 2m social distancing with all visitors pre-booking their timed entry tickets.
- Please only visit if you are feeling well.
- All visitors from age 11+ are required to wear face coverings in our indoor spaces at the palaces, unless exempt.
- There are one-way routes and some parts of the castle are closed or have restricted access to maintain social distancing.

On arrival

- A royal welcome awaits you at the Clore Learning Centre.
- Timed entry for schools with one school bubble per slot allowing for social distancing.
- Your admission letter will be checked from a 2m distance at the Clore Learning Centre.

Within the palace walls

- Hygiene standards fit for a King or Queen with enhanced cleaning regimes.
- Hand washing and hand sanitation facilities available.
- Non-contact interactions with staff.
- Planned one-way visitor routes with some areas unavailable. There will be a one-way system in place in the Clore Learning Centre, please follow staff instructions and/or signage.
- Contactless till points and payments.

A royal welcome and 5-star service

- Fully trained and confident team.
- A safe, welcoming and memorable experience.

We hold the Visit Britain industry standard, 'We're Good to Go' for our sites which means we follow government and industry guidelines for social distancing and cleanliness and have completed a [risk assessment](#).

FAQs

Need further help? More information on reopening can be found on our website. Or alternatively, please feel free to contact us at hillsboroughlearning@hrp.org.uk



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A Checklist for Teachers

- COVID-19 VISITING SAFELY:** We hold the industry standard, 'We're Good to Go', ensuring we are following government and industry recommendations, with processes in place to maintain cleanliness and aid social distancing. We will be offering you a very warm welcome as always, and we have some new ways of doing things, but we're confident you're going to have a great time. Due to the changing nature of the current situation, you can find our current guidance [here](#). You can view our risk assessments [here](#). Please find our risks and hazards for schools [here](#).
- Read our full Terms and Conditions [here](#) and ensure that full payment has been made.
- Read this pack and any Teacher Notes that accompany your booked session.
- Check your session time, you can find this on your confirmation email. We recommend that you arrive 30 minutes prior to your entry time to allow sufficient time to get to the Clore Learning Centre, register and get ready for your session.
- Carefully plan your journey, allowing some extra time for travel delays and parking.
- Conduct an updated planning visit using the complementary Teacher Planning Pass. You can find this at the bottom of your booking confirmation email. Please note that we are currently asking you to let us know when you plan to visit by emailing hillsboroughlearning@hrp.org.uk so that we can book you in to safely manage numbers and maintain social distancing measures.
- Create your own risk assessment for the visit. We have listed some possible risks and hazards on our website [here](#), which may help with your planning.
- Ensure you are bringing the right number of adults to fulfil our ratios (see Supervision on p15).
- Inform us of any changes to your group numbers in advance, as this will ensure we have the right details for your school.
- Tell us about any accessibility needs so we can accommodate them as much as possible.
- Remind the group to wear appropriate clothes and footwear as a large part of your visit to the site will take place outside.
- In the days before your visit, check [here](#) for information of any route closures.



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- ☐ Make sure you have the telephone number to call if you are running late on the day of your visit (07388227938).

Getting to Hillsborough Castle

Public Transport

Hillsborough Castle can be reached by public transport. Up to date public transport information can be obtained from www.translink.co.uk which also has a useful journey planner.

Train

Lisburn Station: 5 miles from Hillsborough Castle. Bus services available from Lisburn Bus Station. Number 38 bus to Banbridge.

Moirra Station: 8 miles from Hillsborough Castle. Bus services available from Lisburn Bus Station.

Bus

There are regular bus services from central Belfast.

Number 238 bus to Newry from Belfast Europa Bus Station. Journey time, approximately 35 minutes. Nearest bus stop: Hillsborough War Memorial.

Coach Parking

Coaches should drop groups off at the upper site, behind Hillsborough Court House, where you will be met by a member of staff. Coaches will then have to leave and if requiring parking, park at the main coach park at the lower site, off the A1.

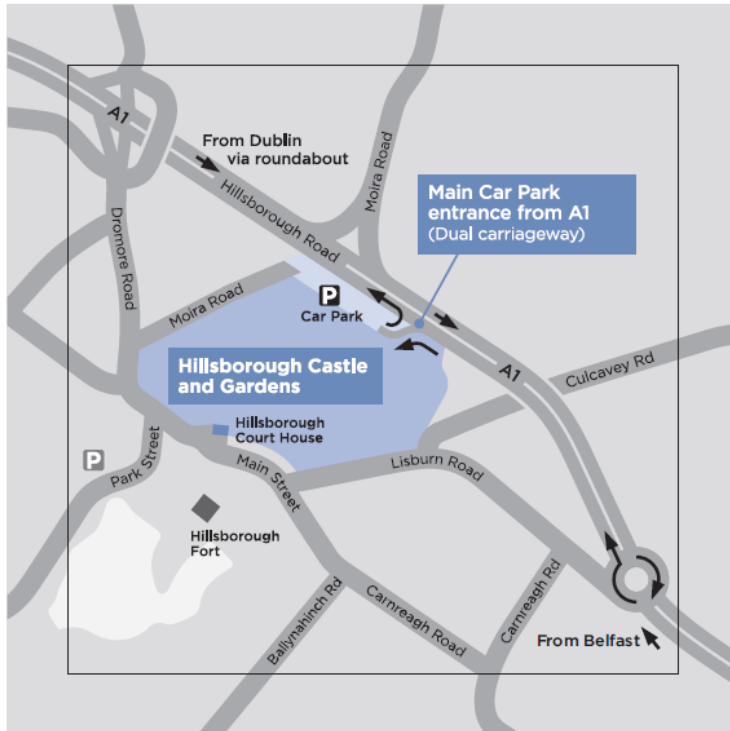
The coach park is located at:

Hillsborough Castle & Gardens Lower Visitor Centre
349 Hillsborough Road **via A1 Access**
Hillsborough
BT26 6GT

Do **not** go directly to the lower visitor site on a Tuesday as the site is closed to the general public and the gates will be closed.



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Accessibility

Additional needs

Please let us know as soon as possible if any of your students have special educational needs and/or health and mobility difficulties. We can be contacted on hillsboroughlearning@hrp.org.uk. We will make arrangements to maximise their enjoyment of their day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

Accessible Parking

Groups who require accessible parking, or those who have booked a SEND session with us, should arrange parking in advance. There is limited parking available for SEND groups on the forecourt near the Clore Learning Centre. To arrange, please contact the Schools Team by emailing hillsboroughlearning@hrp.org.uk

Wheelchair access

The State Rooms in the house are accessible to all. Please be advised that due to the natural terrain in the gardens, some of the paths are unsuitable for wheelchair users and those with restricted mobility.

The Clore Learning Centre is situated upstairs in the Stable Yard and is accessible via a lift.

We recommend that visitors bring their own wheelchairs.



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Toilets

Fully accessible toilets are located in the house, gardens toilet block, near the greenhouse and Pineapple Yard. There is a Changing Places in the Lower Visitor Centre.

Visitors on the autism spectrum

The site can get busy and unusual spaces can be overwhelming for many. In order to help prepare for your visit, you will find a selection of images which will show the key places & spaces you will encounter on a typical visit on our website. We can email you a version if you email your request to hillsboroughlearning@hrp.org.uk. Sunflower lanyards, ear defenders and a blackout tent are available on request. Please feel free to contact us in advance of your visit, in order to enable us to make your day as enjoyable and accessible as possible.

Lunch rooms

If you have booked a session with us and been assigned a lunch room, please be aware that this will be in the Clore Learning Centre, located above the Stable Yard café & shop, this is fully accessible via a lift.

Sessions

If you have booked a session and someone in your group has additional access requirements please let us know in advance by emailing hillsboroughlearning@hrp.org.uk. Many of the sessions are route based and move throughout the State Rooms at Hillsborough Castle, or around the site. If we know in advance, we can make adaptations to the sessions and/or route if required. A lift is available for all sessions taking place in the Clore Learning centre.

To obtain a copy of the Access Guide, please download a copy from our website.

Running Late

Travel Delays

We understand that you may experience travel delays when travelling to Hillsborough Castle.

If you have booked a session and are going to be late it is essential that you contact the Schools Team on 07388227938 to provide an estimated time of arrival.

Sessions cannot continue beyond their scheduled time, and your call will help our staff to provide you with the most appropriate material for the remaining time within your session.

Due to other timed entry slots booked by schools and members of the public on the same day, please be aware that if you are between 15 and 30 minutes late you will receive a shortened session. Groups who are more than 30 minutes late will forfeit their session and access to the castle.

On Arrival

Register

On arrival, all group leaders must go to the Clore Learning Centre, which can be accessed from the Stable Yard. Please note there is limited space within the reception area of the



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Clore Learning Centre so all students must wait outside while the group leader registers their arrival with a member of the Schools Team.

We are temporarily pausing the use of wristbands for schools. Instead we will take note of your school's uniform colour when you register in order to ensure your group is easily identified to the session facilitator, if applicable, and, in the event of emergency, will allow staff members to identify members of your group easily.

When you arrive and are met by a member of the Schools Team, the group leader will also be asked to provide:

- ❖ Their name
- ❖ Their mobile number whilst on-site

This information will be used to contact the group leader if any of your students are found in Hillsborough Castle and Gardens unsupervised, or in the event of an emergency. Please keep your phone on at all times. Your contact details will be disposed of securely at the end of the day.

HSC Contact Tracing

We will ask for the contact details of all adults with the group in order to comply with the Public Health Authority's Contact Tracing Guidelines. If we receive a relevant request from PHA Contact Tracing Service or local public health officials, we will share your contact details as mandated by the UK Government.

Bag Searches

Each adult member of your group will be required to have a bag search before they enter Hillsborough Castle. Bag searches are necessary to ensure that all our visitors are protected whilst they are on-site. All searches are carried out by professionals trained to identify offending articles.

We ask that group leaders undertake the following guidelines to make the process as smooth and quick as possible:

- ❖ Arrive in plenty of time.
- ❖ Be patient – the process can take time.
- ❖ Ask all students to take the process seriously.
- ❖ Follow all instructions given by Security staff.
- ❖ Brief students not to bring things such as, scissors, compasses, metal cutlery or sharp metallic implements.
- ❖ Only bring what you need. If required for your session, our team will provide equipment such as clipboards, pencils & drawing materials.
- ❖ Prohibited items are weapons, fireworks, smoke bombs, pepper spray, any article that is illegal to possess under UK & NI law.

If you have booked a session, we ask that your group arrives at your allocated meeting point within Hillsborough Castle's grounds a few minutes before the start of your session. Please refer to your accompanying Teacher Notes for further details.



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We recommend that you allow at least 20 minutes to arrive, proceed to the welcome desk at the Clore Learning Centre, through the bag search, leave lunches & coats and proceed to your session meeting point. If you are more than 15 minutes late, it will not be possible for your full session to take place.

What's included?

The schools' session rate includes:

- ❖ A facilitated session led by an expert presenter. Sessions for primary schools will be delivered by a presenter in costume. If applicable, your session will also include access to Hillsborough Castle visitor route, via guided tour only.
- ❖ Access to Hillsborough Castle's gardens.
- ❖ Access to Hillsborough Court House.
- ❖ A booked lunch room for 30 minutes.
- ❖ Storage facilities for coats & bags.

The schools' session rate does not include:

- ❖ The opportunity to conduct a self-guided tour of the castle.
- ❖ Or the chance to return to the castle once your session has finished.

Unforeseen Closures

As Hillsborough Castle is a working royal residence, we are on occasion, required to close at short notice. Should this occur, we will let you know as soon as possible. In the event of your visit being cancelled, we will endeavour to arrange a suitable alternative date.

At times, areas of the garden may be closed for maintenance or for health & safety reasons. Should this occur, and in the event that it will have a major impact on your visit, we'll inform you as soon as possible. Otherwise, please check the website for the most up to date information.

Should any areas be closed, staff and signage will be on hand to advise and assist on the day.

What to see and do

Official residence of the British Monarch in Northern Ireland, pivotal venue in the Northern Ireland peace process, Government House, and Georgian family home; Hillsborough Castle has a rich and interesting history. There is lots to explore in the house, grounds and wider village.

Please be aware that you can only access the house on a guided tour as part of a facilitated session, you cannot access the house on a self-guided visit.

The Gardens



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Hillsborough Castle is a large (96 acre) and diverse landscape, with formal gardens, wooded areas, uneven terrain and steep slopes. There are several bodies of water onsite, with this in mind adequate supervision is vital at all times.

A map of the gardens will be provided on arrival.

The historic gardens, which were developed from the 1760s onwards, offer a wide range of habitats, from formal gardens, to woodland, to meadows. Keep an eye out for specimen trees and rare plants as you explore the grounds. A few highlights are explored below.

You might want to explore some or all of the following areas, depending on your particular area of interest:

The South Terrace: This area of the garden is one of the more recent additions and was designed to commemorate HM The Queen's Diamond Jubilee in 2012. The garden follows a traditional symmetrical design, with pathways linked by clipped border hedges.

Granville Garden: This beautiful rose garden was created during the 1940s & 1950s by Lady Rose Bowes-Lyon, aunt to HM Queen Elizabeth II, who was then living at Hillsborough Castle as her husband, Earl Granville, was Governor of Northern Ireland.

Yew Tree Walk: This path, leading to Lady Alice's pond, was originally the old road to Moira, which passed right past the windows of Hillsborough Castle, and into the Square. The road was moved during the 1800s and the buildings along its route relocated. It is named after the paired Irish Yew trees which line each side of the path.

Lady Alice's Temple & Pond: Lady Alice's Temple overlooks Lady Alice's pond and offers stunning views up Yew Tree walk and towards the house. The temple was a wedding gift to Lady Alice Hill, by her brother Arthur, the 5th Marquess of Downshire, in 1867.

Secretary of State Mo Mowlam enjoyed Hillsborough Castle's grounds and often retired to the temple with a book, as a respite from politics.

Quaker Burial Ground: Historically, the Quaker Meeting House was located along the old road to Moira. When the road was relocated, so was the Meeting House (which remains in the village today) and the burial ground enclosed within the castle's grounds. A ceremony is held at the burial ground by local members of the Quaker community every year.

The Ice House: Built in the 1770s the ice house was the forerunner to modern refrigeration. Using water from a local source it enabled food to be stored for longer and improved the range of food which was cooked and served at Hillsborough Castle.

Walled Garden: The newly restored 18th century Walled Garden covers an area of 4 acres. Historically, it would have produced fruit, vegetables and cut flowers for the running of the house.

Why not visit and see what seasonal produce is being grown? Or pay a visit to the shell house at the top of the Walled Garden?

Stable yard: Originally the stable yard for the castle, housing horses and coaches, and latterly, when the Governors were in residence, it housed a range of cars. Today it is a café,



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shop and Clore Learning Centre. Please note the café and shop are currently closed in this area.

Other areas you may wish to visit include: the pinetum, Moss Walk, pineapple yard, Greek Temple, and cromlyn.

Imaginary Menagerie Play Trails

Opened in June 2021, our two brand new play trails, the robin and kingfisher trail, explore the pets and animals that have called Hillsborough Castle home, through a range of fun and accessible features. Settle down in our nest, big enough for the whole class, see the colourful shoal of fish in the lake, get back to nature by taking off your shoes and socks and enjoying our barefoot walk, observe the array of birds and wildfowl from our bird hide, explore the hidden sound forest – the only one of its kind on the island of Ireland – or visit the hounds of Hillsborough. Not forgetting to get your photo taken in Lady Salisbury’s carriage on the way, and that’s just for starters! There is so much to explore, why not make a day of it?

If you would like more information about the most accessible features or those with particular sensory elements please get in touch.

More information about the Imaginary Menagerie, including downloadable trail maps, can be found on our [website](#).

The Court House

Wills Hill, first Marquess of Downshire, designed and built the Court House. It was originally a Georgian market house, or tholsel, built before 1765, where linen was bought and sold. Tholsel is an old Gaelic word and has Norse roots, meaning toll house. It was also the place where tenants would come to pay their rents.

From 1810, the building was extended and used as a Court House and continued to be used at a petty sessions court until 1986. You can go inside the Court House and read a bit more information about the legal system, should you wish.

Hillsborough Fort

Peter Hill completed the fort, built on an earlier site of the Magennis stronghold, in approximately 1630. It was rebuilt by Arthur Hill by 1650, the first having been destroyed in the rebellion of 1641.

Charles II made Colonel Arthur Hill, Hereditary Constable, which allowed him to have a private militia of 20, armed men. The current Lord Downshire remains Hereditary Constable of the Fort Warders (of which there is only 1 – the bugler!) and it remains one of only two legal, private, militia in the United Kingdom.

In the mid-18th century, Wills Hill restored the, then, dilapidated fort and turned the grounds into a pleasure garden where many celebrations were held. In 1758, Mrs. Delaney visited and reported, “the enclosed courtyard of the fort was a bowling green, the ramparts were flower beds and there was even a menagerie”.



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Facilities

Toilets

Groups should use the main toilets in the Clore Learning Centre (if you have booked a facilitated session) or the toilet block in the gardens, near the greenhouse, if you are on a self-guided, gardens only visit.

If you are at the lower site, near the car park, please use the toilets located there, in the Pineapple Yard.

Accessible toilets are situated in all of these spaces, including a Changing Places at the Lower Visitor Centre.

Toilet facilities, including touch-points, will be cleaned regularly throughout the day.

Lunch Rooms

Unfortunately, we are unable to offer all visitors a lunch room. If you have booked a session with us a lunch room will be made available to you for a timed lunch slot. You will be the only group using this lunch space on that day. If you have not been assigned a lunch room (self-guided gardens only groups), you are welcome to picnic in the gardens, but please do not leave any litter.

Please note that school groups are not able to use the restaurant in the Weston Pavilion, as these chairs and tables are reserved for visitors purchasing food & drink there. Please note that the Stable Yard Café is currently closed.

Bags

For self-guided gardens groups, there are no cloakroom facilities available at Hillsborough Castle, so all coats, bags & lunches will have to remain with your group throughout the visit.

Shopping

We recommend that school groups use the shop at the lower site when on the way to their coaches at the end of their visit. Please be aware that currently the Stable Yard shop is closed.

It is recommended that you divide into smaller groups, of no more than 10, in order to visit the shops. Should the shop be busy, and you attempt to visit in a group larger than this, shop staff retain the right to ask you to divide into smaller groups.

Please make sure students are aware that shoplifting will not be tolerated and could result in your group being removed from the site.

Further Information

Teacher resources

Please see our website for further teacher resources. If you have booked a session, you will



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find your teacher notes for your session on our website. We have included direct links to all resources on your emailed booking confirmation.

Our staff

Members of staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of Hillsborough Castle. Please treat our staff with courtesy and professional respect, remembering that they are responsible for ensuring a good experience for all our visitors.

Objects in the house

If you have booked a facilitated session that takes place in the house, you will see a wonderful collection of historic furniture, objects and art. There are very few ropes or barriers in the house, as we strongly feel that this detracts from the visitor experience and has a negative impact on the stories we wish to tell and the atmosphere we want all our visitors to enjoy.

With this in mind, please remember that you cannot touch any objects, or sit on any furniture in any of the rooms, unless your session facilitator, or a Host explicitly invites you to.

The difference between costume and uniforms

Students may have difficulty discerning the difference between costumes & uniforms, and given that you may see both at Hillsborough Castle, you may find the following useful.

Costume

If you have booked a session, your presenter may be wearing a costume from the Georgian or Victorian period. Live interpretation sometimes occurs on-site and normally takes place in period appropriate costume. Typically, all of these presenters are actors, who wear the costume as part of their work.

We encourage visitors to interact with these presenters, where appropriate, and ask them questions about their costume and character.

Uniforms

Members of the Security Team & Hillsborough Hosts wear branded Hillsborough Castle & Gardens uniform as part of their job. You will see these people throughout your visit and should you have any questions they will be happy to help you.

Secure areas

As well as being a heritage site, Hillsborough Castle is also a working royal and political residence. As a result, certain areas in the house and grounds will remain off limits to visitors. We ask that you stay on the visitor route and respect any directional signage regarding access.

Please also follow any instructions given by the Hosts & Security teams and any other members of HRP staff.

Smoking

Smoking is not permitted in any area on-site at Hillsborough Castle. We do not want a repeat of the devastating 1934 fire!



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Photography & Filming

Visitors are welcome to take photographs in most areas within the State Rooms at Hillsborough Castle and in the grounds. Photographic equipment (such as tripods & selfie sticks) are not allowed within the buildings. We ask that you take only general room shots within the State Rooms and not close-ups of specific areas of artwork or the collection.

Historic Royal Palaces is a safeguarding aware organisation and takes its responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing other visitors. If you have concerns about photography of your group, please speak to a member of staff.

Eating & Drinking

Please do not eat or drink in the house or any of the historic buildings.

Health & Safety Information

We carry out risk assessments on all of our activities and we have assessed the risks associated with visiting Hillsborough Castle as very low but please remember the site is open to public and consider this when planning your visit.

Supervision

Your students must be supervised at all times. We interpret supervision to mean that at all times accompanying adults will remain in the physical presence of the group of students for which they are responsible. No students should be allowed to move around Hillsborough Castle & Gardens without an adult with them. This includes when students are completing worksheets or other activities.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 years and one adult per five children aged 0-6 years. **We retain the right to refuse entry to groups without a sufficient number of accompanying adults.**

Please be sure to break your students into smaller groups when entering busy areas, particularly the shops on-site.

Lost children

If a student/s has strayed from their assigned adult please approach a member of staff as soon as you notice and they will be able to help you. They will need to know a description of the student/s concerned, the name of your school, and the colour of your admission wristband or uniform to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, we will use the contact details you supplied on entry to contact you, providing details of where you can meet the student/s. Please keep your mobile on and check it regularly.



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Equipment

Any equipment supplied by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident occurring. Individuals are responsible for any equipment which they bring into Hillsborough Castle & Gardens. At the beginning of any session, a member of staff from Historic Royal Palaces may issue instructions. It is important that the group leader/all accompanying adults listen to and follow these instructions.

Clothing

Please make sure that your group is suitably dressed for the day's activities. Parts of your visit will take place outside, or in spaces where there is little or no heating. Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

Insurance

Historic Royal Palaces has Public Liability insurance. Details can be provided on request.

Accidents/First Aid

If there is an accident, or near accident, during your visit, please find the nearest member of staff who will be able to help you. First aid is always available and a record will be made of any accident that occurs.

In case of evacuation

Please respond to the directions given by our members of staff.

Safeguarding children, young people & vulnerable adults

We want everyone to engage with our palaces and their stories. As our audiences include children, young people and vulnerable adults, we have created Safeguarding policies to ensure that all our visitors can access our sites enjoyably and safely. Our policies and procedures are available [here](#).

Reporting

If a safeguarding incident occurs while you are on-site please report this immediately to a member of HRP staff.



Possible Risks & Hazards

Hazards	Controls
Slip, trips and falls whilst walking over uneven ground within the castle and grounds, e.g. flagstones, cobbles, carpets.	Adequate supervision of group by responsible adults. Wear sensible shoes and walk at a reasonable pace. Avoid running on historic surfaces. First aid is available onsite.
Slips, trips and falls whilst walking up or down steps which may be smooth, uneven, unevenly spaced or visually difficult to see.	Adequate supervision of group by responsible adults. Provision of edge protection where appropriate. First aid is available onsite.
Trapping fingers in doors, e.g. toilet cubicle door, entry and exit doors to State Rooms.	Adequate supervision of group by responsible adults. First aid is available onsite.
Fall from height, e.g. climbing trees.	Adequate supervision of group by responsible adults. First aid available onsite.
Drowning in water-containing features, for example Lady Alice's Pond, river, Main Lake and Walled garden water feature.	Hazard warning signs in place and marked as warning on all garden maps and garden map signage. Presence of life throws where appropriate. Adequate supervision of group by responsible adults.
Contact with work equipment.	Adequate supervision of group by responsible adults. Keys not left in mobile equipment. Tools not left unattended. Unauthorised areas locked shut and well signposted.
Burns from touching hot surfaces, e.g. light bulbs.	Adequate supervision of group by responsible adults. Explainers in State Rooms & session facilitator to oversee activity. First aid available onsite.
Health issues from animal faeces around the grounds.	Adequate supervision of group by responsible adults. Washroom facilities provided. Wash hands prior to eating.
Health issues from stings from bees/wasps in the gardens.	Adequate supervision of group by responsible adults. Groups advised to stay on paths. First aid available onsite.
Vehicle and pedestrian shared space with risk of collision inside castle grounds.	Adequate supervision of group by responsible adults. Wardens present to enforce safe speed limits in forecourt. Effective traffic management plan in place
Trips/slips when boarding or disembarking people mover and whilst journeying	Adequate supervision of group by responsible adults. Adequate brief and supervision by people mover driver.
Collision with motor vehicles and cyclists on main road outside castle & forecourt area.	Adequate supervision of group by responsible adults. Wardens present to enforce safe speed limits in forecourt.
Injuries from participation in planned education activities, events, workshops.	Risk assessment of activity, event or workshop carried out by HRP staff. Introductory talk at the start of presenter led activity.



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COVID-19: School Group Specific Risks & Hazards

For general information on visiting safely at this time including risk assessments please visit the following webpage: <https://www.hrp.org.uk/keeping-you-safe-on-your-visit/>

<p>Social distancing between groups and other visitors</p>	<p>School bubbles booked into timed entry slots to allow for social distancing.</p> <p>Other visitors booked into timed entry slots with reduced capacity to allow for social distancing.</p> <p>Groups asked to maintain appropriate distance from other visitors and staff.</p>
<p>Hygiene</p>	<p>Handwashing facilities available in Clore Learning Centre.</p> <p>Hand sanitiser available in the Clore Learning Centre and at strategic points throughout the site.</p> <p>Learning centre touchpoints cleaned frequently throughout the day.</p> <p>Lunchrooms will be cleaned between school bubbles.</p>
<p>Face coverings</p>	<p>All visitors from age 11+ are required to wear face coverings in our indoor spaces, unless exempt.</p>
<p>School sessions</p>	<p>Sessions designed to allow distancing from other visitors.</p> <p>All props/touchpoints used in sessions cleaned between groups.</p> <p>Social distancing maintained between school visitors and session presenters.</p> <p>Groups encouraged to wash their hands before and after sessions.</p> <p>Any object handling in session takes place wearing gloves which are washed between school bubbles.</p>



HISTORIC ROYAL PALACES

Explore Hillsborough Castle and Gardens

Encounter fascinating stories and moments of discovery around every corner



- What to see inside the gardens**
- 1 Hillsborough Castle entrance
 - 2 Grenville Garden
 - 3 Yew Tree Walk
 - 4 Willow House
 - 5 Friends Burial Ground
 - 6 Lost Garden
 - 7 Lady Alice's Temple
 - 8 The Gardens' Summer House
 - 9 Glen
 - 10 Moss Walk
 - 11 Walled Garden
 - 12 Hydro House
 - 13 Pinetum
 - 14 The Ice House
 - 15 Lake

- In the town**
- 16 Hillsborough Court House
 - 17 Hillsborough Fort

For your safety
Please take care when visiting the gardens. There is danger of deep open water, steps and steep drops (especially near the Lake and by Lady Alice's pond).
Children must be supervised at all times.

Accessibility
Due to the natural terrain of the gardens, the majority of paths are unsuitable for wheelchair users and those with restricted mobility. Some paths have uneven steps and slopes which may become slippery in wet weather. Please ask a member of staff for more information or our Access guide.

Step-free routes
The main step-free route runs from the Walled Garden to the Castle entrance and is marked on the map in orange. Other step-free routes and ramps are provided across the site.

Mobility transport
A transport service operates on Carriage Ride for those needing assistance to get from the lower entrance to the castle. Transport stops are marked on the map.

For your safety and security CCTV is in use on site. Call 028 9266 1300 for more information.

Moss Walk
Please help us preserve the natural beauty and unique ecosystem of Moss Walk by using the nearby gravel paths.

- Where to find**
- Hillsborough Castle Café
 - Stable Yard
 - Tea Room
 - Shops
 - Information
 - Buggy Park and lockers
 - First aid
 - Toilets
 - Baby change
 - Changing
 - Places toilet
 - Step-free route
 - Mobility
 - Transport stop
 - Car Park

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