

Paying Group Enquiry



ENGLISH HERITAGE

Dover Castle

1 April 2012 – 28 March 2013

Please complete and return via:

Email: dover.castle@english-heritage.org.uk

Fax: +44 (0)1304 214739

Post: Dover Castle, Castle Hill Road, Dover, Kent CT16 1HU

Thank you for your interest in organising a paying group visit to **Dover Castle**.

Hereafter please find the Group Visit Request / Group Booking Form and detailed information about the site to help you with the organisation of your visit.

Don't forget to pre-order guidebooks so that we can prepare everything for your group's arrival.

We look forward to welcoming you and your group.

If, after having read this information, you have any other questions

please do not hesitate to contact us on:

tel: +44 (0)1304 211067, fax: +44 (0)1304 214739

www.english-heritage.org.uk/dovercastle



Paying Group Visit Request / Booking Form

Dover Castle

Dover, Kent CT16 1HU tel: +44(0)1304 211067, fax: +44(0)1304 214739

Please note: until you receive a confirmation from us you have not made a booking.
You are welcome to call us in advance to check availability.

Tour Reference / Group Name _____

Contact Name _____

Company Name and Address _____

Telephone Number _____

Fax Number _____

E-mail Address _____

Date	Time of Arrival	Estimated number of people visiting					
		Please do not include coach driver and tour leader in the figures.					
		Number of Adults		Number of Concessions		Number of Children	
		Non-members	English Heritage Members	Non-members	English Heritage Members	Non-members	English Heritage Members
Estimated Total Visitors							

Method of transport Name of coach company _____

Cars _____ Please advise the number of cars expected.

I would like to book the following (please tick). Prices valid from 1 April 2012 to 28 March 2013 and may vary on event days.

	<p>Standard visit: We offer a 15% discount for groups of 11 or more paying visitors, if one person makes payment for the group in a single transaction. Coach driver and tour leader and English Heritage members are admitted free of charge and do not count towards the group numbers.</p> <p>Normal admission price: £16.50 per adult; £14.90 per concession; £9.90 per child.</p> <p>Groups of 11 or more paying visitors (after 15% discount): £14.03 per adult; £12.67 per concession; £8.42 per child.</p>
	Pre-booked Guidebooks £3.99, pre-order ready for your collection _____
Catering	<p>We offer a variety of catering options for groups at Dover Castle.</p> <p>Please call 01304 209896 for further information and to make a booking.</p> <p>We ask that you pre-book your catering to avoid disappointment.</p>



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Booking Form Page 2 of 2

Method of Payment We do not take pre-payment. Please pay upon arrival at the site or arrange for a voucher account by e-mailing traveltrade@english-heritage.org.uk (please tick)	Voucher/Invoice Only for customers with English Heritage Voucher Scheme Account.		Debit Card On arrival	
	Cash On arrival		Cheque Please leave blank until you arrive at the site.	
	Credit Card On arrival			

For Office Use	Diary		Client	
	Guide		Retail	
	Catering			
Copy of form sent to: Travel Trade Marketing, 3 rd Floor WHS				

It would be helpful if you could supply the following information for us:

1) How did you find out about us? E.g. advert (which one?) recommendation etc.

2) What prompted your visit?

3) To receive the free English Heritage Groups publication '*Attractions*' you will be added to the Travel Trade mailing list. English Heritage will use your details to process your booking and will keep you on record for future reference. From time to time, we may send you information about group visits to English Heritage sites.

If you **DO NOT** wish to receive this, please tick this box

We may also wish to contact you for market research. If you **DO NOT** wish us to do so, please tick this box

Please return your completed form to:

Dover Castle, Castle Hill Road

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Group Visits Information

◆ **Opening Times valid from 1st April 2012 to 31st March 2013:**

1 April – 31 July	10am – 6pm	Daily
1 – 31 Aug	9.30am – 6pm	Daily
1 – 30 Sep	10am – 6pm	Daily
1 Oct – 4 Nov	10am – 5pm	Daily
5 Nov – 17 Feb	10am – 4pm	Sat – Sun
18 Feb – 22 Feb	10am – 4pm	Daily
23 Feb – 28 Mar	10am – 4pm	Sat – Sun
24 – 26 Dec & 1 Jan	Closed	

Opening times may be subject to change, please contact site for further information

◆ **Site Location:** East side of Dover on Castle Hill Road. Postcode CT16 1HU

◆ **Public transport:** Nearest train station Dover Priory approximately 1½ miles from the site. Regular trains from London via St Pancras, Victoria and Charing Cross. Nearest National Express stop Dover town centre or docks. Regular coaches from London Victoria.

◆ **Coach Parking:** Local authority-managed coach park opposite Constable's Gate (pedestrian entrance). Charges payable. Drop-off point at bottom of slope to Constable's Gate entrance.

◆ **Prices & Group Discounts valid from 1 April 2012 to 28 March 2013:** We offer a 15% discount for groups of 11 or more paying visitors, if one person makes payment for the group. Free entry for the tour leader and coach driver. English Heritage members are admitted free of charge and do not count towards the group numbers.

Normal admission price: £16.50 per adult; £14.90 per concession; £9.90 per child.

Group of 11 or more paying visitors (after 15% discount): £14.03 per adult; £12.67 per concession; £8.42 per child.

Carers for visitors with disabilities FREE. English Heritage Members FREE.

Prices may vary on event days, please reconfirm with the site.

◆ **Guidebooks:** 'Dover Castle' site guidebook available in English, French and German; 'Fortress Dover' SWT guidebook available in English only. £3.99 each. Pre-order to ensure that your guidebooks are ready and pre-packed for your arrival – contact site for details and to order.

◆ **Duration of Visit:** Groups are advised to allow at least four hours for a visit. Queues for the new Secret Wartime Tunnel tours may increase the time needed to see all that the site has to offer; therefore, we recommend that you allow at least six hours for a visit, should you wish to enjoy the entire site.

◆ **Disabled Access:** Free entry for carers for visitors with disabilities. Registered Assistance Dogs welcome in all areas. Accessible toilets by Great Tower, Ticket Office and within Secret Wartime Tunnels complex. Level access to gift shop, restaurant and coffee shop. Grounds mainly accessible on tarmac paths but some steep slopes. Secret Wartime Tunnels wheelchair accessible but entry is down steep slope. Manual wheelchairs for grounds available, contact site for booking enquiries +44 (0)1304 211067; mobility scooters for SWT tours not pre-bookable, allocated on 'first come, first served' basis. Disabled car parking within castle grounds approx. 100m from Great Tower. Landtrain runs most days, stops by disabled car park (for Great Tower), NAAFI restaurant (for SWT), Medieval Tunnels (for pedestrian entrance/exit). Ramped access to ground floor of Great Tower, upper floors via spiral staircase only. Level access to interactive Great Tower Story exhibition including virtual tour. Medieval Tunnels access via steep slope and spiral staircase only. Please advise us of any special needs prior to arrival so we can offer every assistance. For a more thorough guide to



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site accessibility please refer to the *English Heritage Access Guide* available in large print, Braille, on tape and disc – tel 0870 333 1181, minicom 0800 015516, www.english-heritage.org.uk/accessguide

◆ **Secret Wartime Tunnels:** There are three experiences within the Secret Wartime Tunnels:

- Underground Hospital tour
- Operation Dynamo: Rescue from Dunkirk tour
- Wartime Tunnels Uncovered exhibition

All are operated on free-flow basis; pre-booking not available. Groups will queue in same line as individual visitors. We anticipate queuing for tours during peak times. Please allow 30 minutes for Underground Hospital and 50 minutes for Operation Dynamo plus queuing time. Please enquire with site staff on arrival for current queuing time. Please make sure that children are well supervised whilst queuing for SWT tours as the entrance is next to a busy road.

◆ **Supervision of Children and Young Persons:** Please ensure that groups of children and teenagers are adequately supervised at all times. Group Leaders take full responsibility for the supervision and behaviour of their group. Local Education Authority (LEA) and Health and Safety of Pupils on Educational Visits (HASPEV) regulation recommend at least one adult per six children in school years 1-3 and at least one adult per fifteen students for all other ages. Organisers are required to take appropriate measures to ensure their group visitors behave appropriately. *English Heritage reserves the right in its absolute discretion to refuse entry to any visitor or to require a visitor to leave a site if the visitor is in breach of any of the site's terms of entry or for any other inappropriate behaviour.*

◆ **Catering:** NAAFI Restaurant open year-round serving hot meals, snacks, hot and cold drinks. Great Tower Coffee Shop and Wartime Tunnels Tea Bar serve drinks and light refreshments. For information on catering call 01304 209896. Picnics welcome in the grounds. Barbecues not allowed.

◆ **Facilities:** Gift shops in Great Tower yard and SWT complex, open as per the site. Toilets located by Great Tower, Ticket Office (car parks), SWT complex and Medieval Tunnels.

◆ **Special Events:** Dover Castle has a varied events programme each year. Please ask for the current programme if you would like to tie in your visit with a special event. Please note that there may be a supplementary charge for larger events.

◆ **Restrictions:** Dogs allowed in the grounds only if kept on short lead, not allowed inside the buildings, except guide dogs. **No photography or filming** allowed in Secret Wartime Tunnels.

If you require an alternative accessible version of this document (for instance in audio, Braille or large print), please contact our Customer Services Department:

Telephone: 0870 333 1181
Textphone: 0800 015 0516
Fax: 01793 414926
E-mail: customers@english-heritage.org.uk

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