



ENGLISH HERITAGE

*Days out worth  
talking about.*

# Group Enquiry

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## Carlisle Castle

Thank you for your interest in organising a group visit to **Carlisle 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 groups' arrival.

We look forward to welcoming you and your group.

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If, after having read this information, you have any other questions  
please do not hesitate to call us on  
tel: +44 (0)1228 591922  
e-mail: [Carlisle.castle@english-heritage.org.uk](mailto:Carlisle.castle@english-heritage.org.uk)



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# Group Visit Request / Booking Form

## Carlisle Castle

Carlisle, Cumbria CA3 8UR. Tel: +44 (0)228 591922

**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

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 01 April 2009 until 31 March 2010 and may vary on events days.**

	<p><b>Standard visit:</b> We offer a 15% discount for groups of 11 or more paying visitors, if one person makes payment for the group. You also receive one free place for every additional 20 people in your group. 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: £4.50 per adult; £3.80 per concession; £2.30 per child. Group of 11 or more paying visitors: £3.83 per adult; £3.23 per concession; £1.96 per child.</p>
	<p>Guided Tours: 1 hour guided tour available with various themes.</p> <p>__ adults @ £2.50 __ concessions @ £2.50 __ children @ £1.50 (aged 5-15)</p> <p>Carlisle Castle Guide Books x _____ @ £3.99 ready for collection upon arrival. Hadrian's Wall Guide Books x _____ @ £4.99 ready for collection upon arrival.</p>



# Group Visit Request / Booking Form

Booking Form Page 2 of 2

Method of Payment (please tick)	Voucher/ Invoice		Debit Card / Switch	
	Cash		Cheque	
	Credit Card			

<b>For Office Use</b>	Diary		Client	
	Guide		Retail	
	Catering			
Copy of form sent to: Travel Trade Marketing, 3 <sup>rd</sup> 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.

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2) What prompted your visit?

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3) Would you like to receive the free English Heritage Groups publication 'Attractions'? YES \_\_\_\_\_ NO \_\_\_\_\_

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:**

**Carlisle Castle**

**Carlisle, Cumbria CA3 8UR**

**tel: +44 (0)1228 591922**

**e-mail: [Carlisle.castle@english-heritage.org.uk](mailto:Carlisle.castle@english-heritage.org.uk)**



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# Group Visit Request / Booking Form

## Group Visits Information

### ◆ **Opening Times valid until from 01 April 2009 until 31 March 2010:**

1 Apr – 30 Sep	9.30am – 5pm	Daily
1 Oct – 31 Mar	10am – 4pm	Daily
24 – 26 Dec & 1 Jan	Closed	

### ◆ **Site Location:** In Carlisle city centre.

### ◆ **Coach Parking:** Coach parking available in Devonshire Walk car park adjacent to the west side of the castle. Access is via a 5 minute walk along Castleway.

### ◆ **Prices & Group Discounts:** We offer a 15% discount for groups of 11 or more paying visitors, on the understanding that a single payment is made for the group. One free place for every additional 20 people in your group, plus 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: £4.50 per adult; £3.80 per concession; £2.30 per child

Group of 11 or more paying visitors: £3.83 per adult; £3.23 per concession; £1.96 per child.

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

### ◆ **Guided Tours:** 1 hour guided tour available with various themes. Cost: £2.50 per adult; £2.50 per concession £1.50 per child. Minimum charge £40.00 (plus standard admission). Tours are operated by Open Book Visitor Guiding. If you wish to book a tour of the castle, please contact the site on 01228 591 922 or Open Book on 01228 670 578.

### ◆ **Guide Books:** Available in English at a cost of £3.99 for Carlisle Castle, £4.99 for Hadrian's Wall. Pre-order to ensure that your guidebooks are ready and pre-packed for your arrival.

### ◆ **Duration of Visit:** We advise you to allow at least 1 hour for your visit.

### ◆ **Disabled Access:** Disabled car parking available within castle grounds. Wheel chair access to Roman exhibition only. A wheel chair is available to use on site. Disabled toilets are available. Please make us aware of the special needs of any member of your group before your arrival so that we can offer every assistance.

### ◆ **Catering:** Hot and cold drinks, ice creams and light snacks. Picnics are welcome in the grounds.

### ◆ **Facilities:** English Heritage gift shop and ticket office. The Regimental Museum for the King's Own Royal Border Regiment.

### ◆ **Restrictions:** No Smoking is allowed in the castle buildings.

### ◆ **Nearby English Heritage Sites:**

Birdoswald Roman Fort:	Tel: 016977 47602
Brougham Castle:	Tel: 01768 862488
Housesteads Roman Fort:	Tel: 01434 344363
Lanercost Priory:	Tel: 01697 73030

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

please do not hesitate to contact us on

tel: +44 (0)1768 862488, e-mail: [Carlisle.castle@english-heritage.org.uk](mailto:Carlisle.castle@english-heritage.org.uk)