



ENGLISH HERITAGE

*Days out worth
talking about.*

Group Enquiry

Walmer Castle and Gardens

Thank you for your interest in organising a group visit to **Walmer Castle and Gardens**.

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.

There's nothing like a guided tour with one of our expert English Heritage staff or guides to bring a historic property to life. As the tours are very popular please book at least one month in advance.

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 364288, fax: +44 (0)1304 364826

www.english-heritage.org.uk/walmercastle



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Group Visit Request / Booking Form

Walmer Castle and Gardens

Kingsdown Road, Deal, Kent CT14 7LJ tel: +44 (0)1304 364288, fax: +44 (0)1304 364826

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 and Departure	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 1 April 2009 to 31 March 2010 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. 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: £6.70 per adult; £5.70 per concession; £3.40 per child. Group of 11 or more paying visitors: £5.70 per adult; £4.85 per concession; £2.89 per child.</p>
	At Home at Walmer Castle Tour x _____ @ £54.00 per group (maximum of 25 people).
	Walmer Castle Garden Tour x _____ @ £54.00 per group (maximum of 25 people).
	Guide books x _____ @ £3.99 ready for collection upon arrival.



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

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) 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:

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Group Visits Information

◆ **Opening Times valid from 1 April 2009 to 31 March 2010:**

1 Apr – 30 Sep	10am – 6pm	Daily (Closes at 4pm Saturdays)
1 Oct – 1 Nov	10am – 4pm	Wed – Sun
2 Nov – 28 Feb	Closed	
1 – 31 Mar	10am – 4pm	Wed – Sun

Closed when the Lord Warden is in residence; 10 – 11 July. Opens at 1pm on 12 July.

Site Location: Located on the coast south of Walmer on A258. Junction 13 off M20 or from M2 to Deal.

- ◆ **Coach Parking:** there are 2 free coach parking spaces on site. Or drop off at the top of the gravel drive.
- ◆ **Prices & Group Discounts valid from 1 April 2009 to 31 March 2010:** 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, 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: £6.70 per adult; £5.70 per concession; £3.40 per child.

Group of 11 or more paying visitors: £5.70 per adult; £4.85 per concession; £2.89 per child.

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

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

- ◆ **Guided Tours:** At Home at Walmer Castle which is £54.00 per group and Garden Tour which is £54.00 per group. There is a maximum of 25 people per tour. Tours must be booked at least 4 weeks in advance.
- ◆ **Guide Books:** Available at a cost of £3.99. 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:** There is accessible parking at the end of the drawbridge. Access to the castle is via a cobbled and flagstone walkway and a wooden flat drawbridge. The gatehouse and ground floor rooms are accessible via ramps. Easy flight of stairs to upper floor with handrail. Please note that the most interesting rooms are upstairs. There are 2 buggies and 1 wheelchair available on location the main route from the house to the gardens is not practical but there is an alternative route via a side gate. There are smooth grass and gravel paths within the grounds. For visually impaired visitors there is an audio guide which is included in the admission price. There are also scented flowers and the canon can be touched. The audio tour comes with a hearing loop for hearing impaired visitors. There are accessible toilets on site and the shop and tea room are also accessible. 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:** The Lord Warden's Tearoom can be pre-booked for lunch or light refreshments and it seats 60 inside. Contact the Catering Manager on 01304 363887 to book in advance which is essential. If you do not pre-book we can not guarantee that a full menu will be available to your group.
- ◆ **Facilities:** Shop and toilets which are wheelchair accessible.



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- ◆ **Hospitality:** Contact the Hospitality Manager on 01304 209889 for more information.
- ◆ **Restrictions:** No Dogs apart from guide dogs are allowed on site. No Photography is allowed in the house.
- ◆ **Nearby English Heritage Sites:**

Deal Castle	Tel: 01304 372762
Dover Castle	Tel: 01304 211067
Richborough Roman Fort	Tel: 01304 612013
St Augustine's Abbey	Tel: 01227 767345

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