

Booking English Heritage tickets: guidance for Members

What is changing, and why?

We're updating the system we use for selling tickets – it's part of our plans to both improve the experience of our visitors, and make our internal processes more efficient and effective for our staff.

How will this affect you?

As an English Heritage member, we hope you will find this system much easier to use, in two particular areas:

1. **Available from 29th April: Waitlists** We know our member events are often booked out – you will now be able to add yourself to a waitlist, and receive an email when tickets become available.
2. **Available from mid-summer: multibasket check-out** Many of you have fed back that you'd like to be able to book visits to multiple sites in one go, particularly for Members' Week events. We're excited to share that feature will be introduced to the new system later in the summer! Thank you for your valuable feedback.

FAQs

How do I book a ticket as a member?

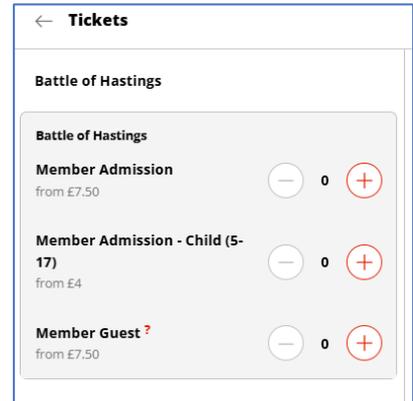
The booking pop-up window has a member log-in button – follow the steps outlined below to log in and book tickets as an English Heritage member.

What about Members' events?

Tickets for Members events will work in the same way as tickets for sites – you can book events via our website, or via the links in your Members's newsletters. Use the Member Log-in button explained below to apply any membership discounts.

I'm a Lifetime Member – why am I being charged for a day event?

Lifetime members are eligible for free tickets to all English Heritage day events. Before you select your tickets, the standard member admission price will be shown ('from £...'). When you select the tickets you require, the price will change to £0, in recognition of your Lifetime Membership.



← Tickets

Battle of Hastings

Battle of Hastings

Member Admission from £7.50	–	0	+
Member Admission - Child (5-17) from £4	–	0	+
Member Guest ? from £7.50	–	0	+

I'm a Lifetime Member, how do I claim my guest tickets?

When you log in, the system will recognise your Lifetime Membership. One of the ticket options will be 'Member Guest' – use this to claim tickets for your adult guests and the 'Member admission – Child' to claim up to 6 children guests when you visit our sites.

Where do I find my tickets?

After you have booked your visit, you will receive emails containing your tickets – admissions tickets will come as a PDF attachment; other items such as guidebooks will have scannable QR codes in the body of the email – show these to English Heritage staff on arrival.

Will my tickets appear in my Members' Area on the English Heritage website?

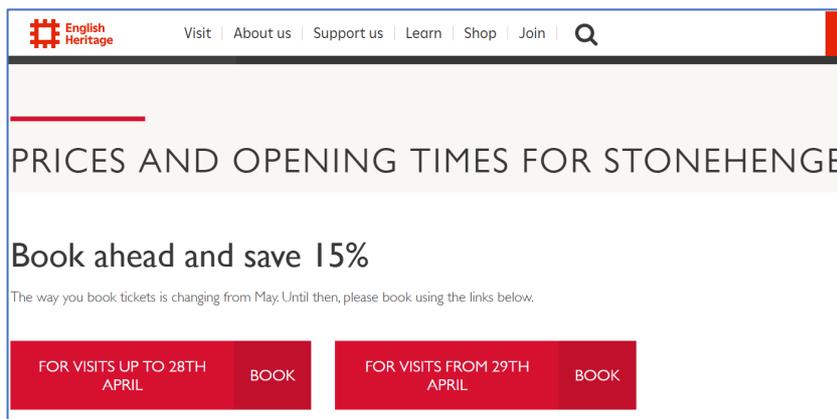
For now, your tickets won't appear in the Member's Area, but this is something that we are exploring – we know this would help you find your tickets more easily. We'll keep you updated on whether we'll be able to introduce this change in the future.

I'm a new Member and don't have my log-in details yet – how do I claim my free visits?

When you signed up as a member, you will have been given a promotional code to use temporarily – please use this code on the checkout page, this will remove the cost of the tickets inline with your membership.

What do you need to do?

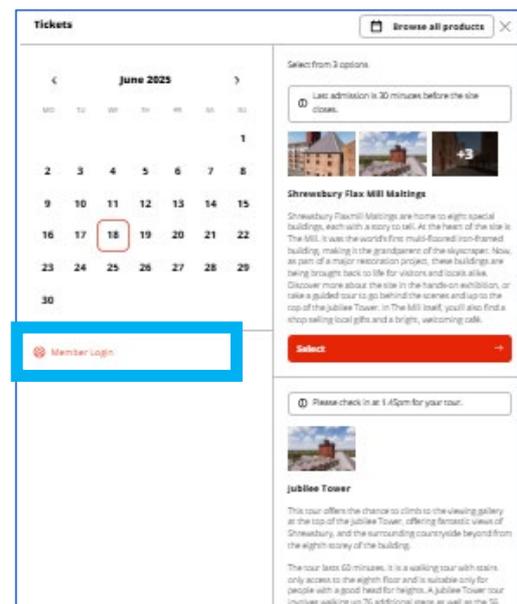
1. Navigate to the English Heritage site as usual, and find the site you wish to visit.
2. Click the **Book Now** button.
3. Click the relevant button for the dates you wish to book (the old booking website will still be in place whilst we introduce the new system, selling tickets until the 9th June).



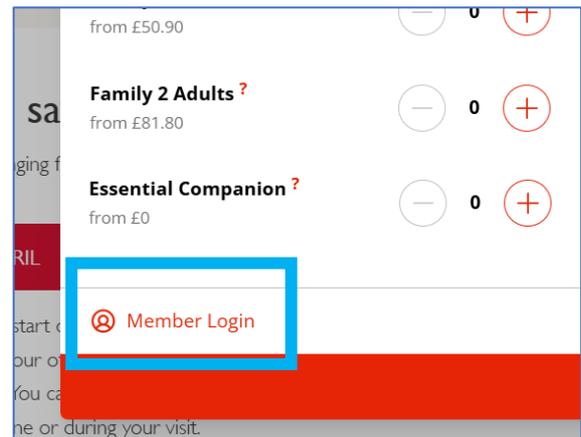
4. You'll then be able to see all the general admissions tickets and events for that site. For example, at Shrewsbury Flax Mill Maltings (our new site!), you can choose general admission, the Jubilee Tower Tour or the Behind the Scenes Tour.

Tip: log-in as a Member here, via the link shown in blue.

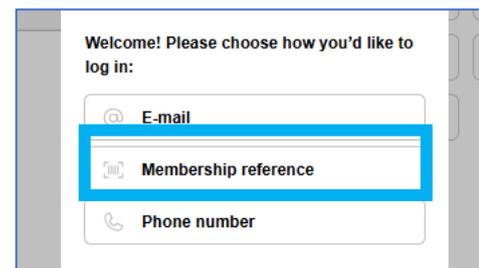
Tip: later in the summer, you will be able to put more than one visit-type in your basket, once our new system has multi-basket functionality, so you can come to multiple tours!



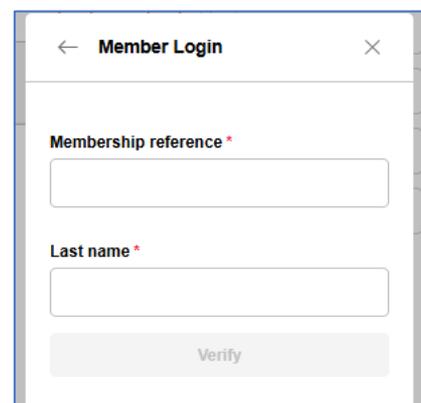
5. Select the date for your visit.
6. Select the ticket or tour you prefer, and press continue.
7. The booking window will pop up on your screen. Scroll to the bottom of this pop-up window, and click **Member log-in** (shown in blue box right).



8. On the Member Login screen, please select 'Membership Reference' (not email or phone number).



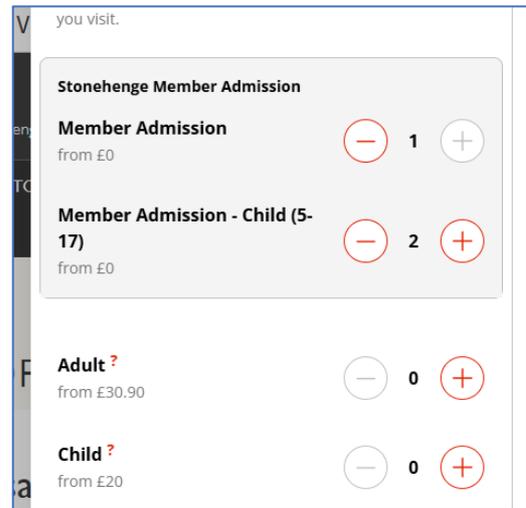
9. Enter your Membership number and last name, and press **Verify**
10. You will then be shown a screen confirming your log-in is successful.
11. Press **Continue with your booking** – this will take you back to the booking page you were previously on.



12. Choose the visitors you wish to book tickets for, using the options on the lefthand side of the pop-up. You can book tickets for members and non-members.

Tip For under-5s and essential companion or carer tickets, please select these from the standard admission list below.

Tip: if you are a Concession Member, please select Student or Concession from the standard admission ticket list – the system will recognise you are a member, and will adjust the price accordingly.



you visit.

Stonehenge Member Admission

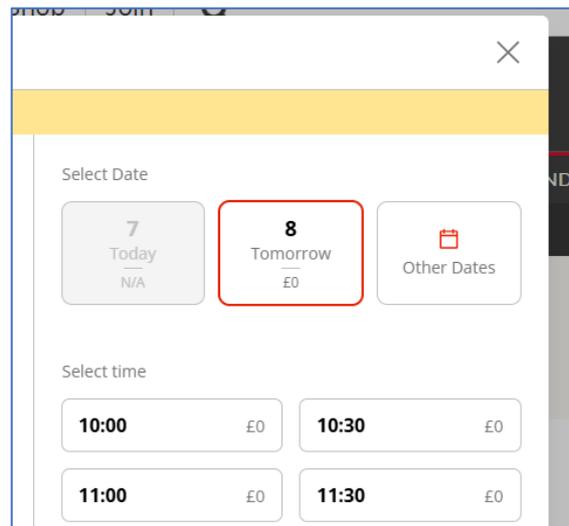
Member Admission from £0 1

Member Admission - Child (5-17) from £0 2

Adult ? from £30.90 0

Child ? from £20 0

13. The righthand side of the pop-up window will now show dates available for the tickets you have selected. Choose the date and timeslot (if applicable) for your visit.



Select Date

7 Today N/A **8 Tomorrow £0** Other Dates

Select time

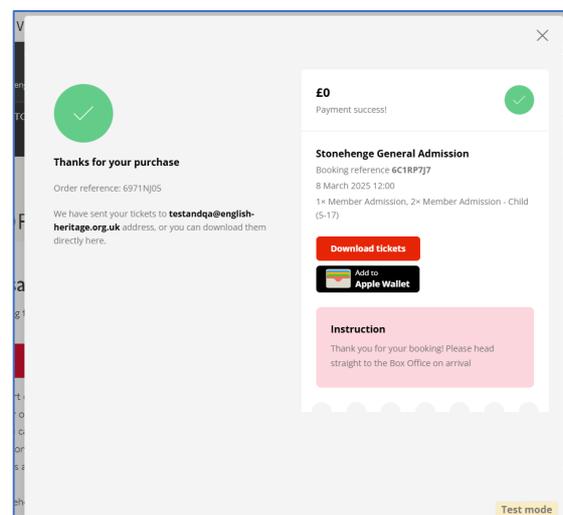
10:00 £0 10:30 £0

11:00 £0 11:30 £0

14. Scroll down to the bottom of the pop-up window and press **Continue**. You will have the opportunity to purchase guidebooks and other related products at this stage.

15. Click **Continue** at the bottom of each window as you select any additional items. You will then reach the checkout screen – enter your personal details, press **Confirm order**.

16. You'll then see the confirmation page (shown right), and you'll also receive an email with your tickets.



Payment successful

Stonehenge General Admission
Booking reference: 6C1RPJ7
8 March 2025 12:00
1x Member Admission, 2x Member Admission - Child (5-17)

Download tickets

Add to **Apple Wallet**

Instruction
Thank you for your booking! Please head straight to the Box Office on arrival

Test mode

How will you receive your tickets?

You will receive two types of emails:

- 1) A receipt, detailing the cost of everything you've purchased, along with total paid (see right). This email will also contain an attachment including e-tickets for any site visits you have purchased.
- 2) You will also receive a booking confirmation email for every item you purchase – this will make it quicker to find the ticket associated with the visit or item you are redeeming, and it allows us to give you important information about that item. For example, if you purchase a site visit and a guidebook, you will receive an additional two emails. The e-tickets for your site visit will be attached to the site visit email. Your guidebook (or other non-admission purchase) will include scannable codes within the email which you can show to the English Heritage staff when you visit.

English Heritage Tintagel Castle Guidebook (third edition) Guidebook -- WARNING: This is an external message. Please use caution when	External
English Heritage Tintagel Castle -- WARNING: This is an external message. Please use caution when	External
English Heritage Order Receipt for 6NDV5WRP -- WARNING: This is an external message. Please use caution when	External

English Heritage	
Fri 07 Mar, 2025	
6NDV5WRP	
Customer Name	Harriet Strachan
Customer Address	Wood Street
1x Tintagel Castle Guidebook (third edition) Guidebook	£5.00
1x Tintagel Castle Adult	£15.50
1x Tintagel Castle Under 5s	£0.00
1x Tintagel Castle Child	£9.83
1x Admission Donation	£1.00
1x Admission Donation	£1.20
Subtotal	£33.43
VAT 20%	£5.07
total	£38.50
Credit/Debit Card Payment	£38.50
Price	£38.50
Purchased	Value

English Heritage
+44 370 333 1181
customers@english-heritage.org.uk

The Engine House
Fire Fly Avenue
Swindon SN2 2EH

VAT Reg No. GB 654 0615 50

The email and e-ticket has lots of useful information about your visit. You can add your tickets to Apple wallet either from the purchase confirmation screen or from the confirmation email.

Booking
2PG7B5DA

English
Heritage

Tintagel Castle





Your ticket states the time when you can enter the castle and cross the bridge. Once on the island, you can explore at your leisure and are welcome to stay for as long as you like, until our closing time.

There are several car parks in Tintagel Village. Plan in plenty of time to walk to the castle from the village (at least 10 minutes). Please note the only on-site toilets are by the shop and cafe at the bottom of the hill, a 10 minute walk from the entrance.

Tintagel Castle is a historic site situated on the cliff tops of North Cornwall. Due to the rugged coastal landscape, there are steep slopes, sheer drops and uneven surfaces which can present a challenge to visitors. The usual route off the island is down 140 steps to the café, beach and museum but visitors are able to go back across the bridge to exit if a step free route is preferred. If you want more help to make the most of your visit, please see our website.

Please check our website for any updates before travelling.
www.english-heritage.org.uk/tintagel

NAME	HARRIET STRACHAN
VOUCHERS	ADULT: 1 UNDER 5S: 1 CHILD: 1
DATE	WED 25 JUN, 2025
TOUR TIME	11:30 AM

What you need to know

Your tickets are attached to this email. We'll need to scan them when you arrive, either from your phone or a printed copy.

If you're an English Heritage member, you'll need to bring your membership card.

Check out the site's pages on our website before you visit. They're packed full of useful information about opening times, directions, car parking, catering options and accessibility.

If we have to close the site, we'll send you an email to let you know and put a note on the site's webpage. This usually only happens when the weather's very bad. If we do have to close the site on the day you've booked, you'll be automatically refunded within ten working days.

You'll need to show a valid pass if you're claiming a free ticket as a local resident or a member of an affiliated organisation.

If you bought a guidebook with your ticket, you can pick it up at the admissions desk when you arrive.

For any other questions, check out our [FAQs](#).

We're looking forward to welcoming you.

Your purchase is covered by our terms and conditions.

TOTAL
£33.50

customers@english-heritage.org.uk
+44 370 333 1181

Meeting point

For some member events the location or starting point of the walks and tours are difficult to find. With our new system, we will insert a map showing you exactly where to go. Above the map will be an address or additional information to aid you in finding your way to the meeting point.

DATE	MON 05 MAY, 2025
TOUR TIME	10:30 AM
MEETING POINT	WALK DOWN TO THE CASTLE FROM THE VILLAGE AND FOLLOW THE SIGNS TO THE BRIDGE.



The map shows the Tintagel area in Cornwall, UK. Key locations marked include Merlin's Cave (Sea cave thought to be Merlin's home), Tintagel Castle (Legendary ruins & dramatic sea views), and Tintagel Castle Bridge. A red pin is placed on the bridge, indicating the meeting point. The map also shows the S.W. Coast path and S.N. Coast path. The Google logo and 'Map data ©2025 Google' are visible at the bottom.