

## Stonehenge Group Visit FAQs

### Q. How do I book?

- A. You can call us to check availability and make a booking on +44 (0) 370 333 0604 or via email [bookstonehenge@english-heritage.org.uk](mailto:bookstonehenge@english-heritage.org.uk)

We recommend that you make bookings as early as possible.

Any groups who arrive at Stonehenge without pre-booking will be admitted at the discretion of the site and will be charged the walk up ticket price.

### Q. Why are you telling me that this time slot is fully booked when I can see online that there is still availability?

- A. Group bookings at Stonehenge are treated slightly differently to individual bookings which can be made online.

Group bookings must be booked through us (the Stonehenge Booking Team) as this takes into account how many coaches will be in the coach park at any one time.

### Q. Can I reserve a specific coach parking space?

- A. We are unable to reserve specific coach parking spaces at Stonehenge.

### Q. What are the different ticket types available for groups?

- A. Adult  
Concession (students and over 60's)  
Child (aged 5-15)

Family tickets are not available for groups.

### Q. How do group discounts work?

- A. Groups of 11 or more paying visitors receive a 10% discount at Stonehenge off adult, concession and child prices if the payment for the group is made in one transaction.

One tour leader/guide and one coach driver are admitted free of charge per group.\*

Blue Badge Guides are always free of charge.\*

\*Please note that these free places do not count towards group numbers to qualify for a group discount.

### Q. How do I pay for my booking?

- A. Your booking must be paid 7 days in advance of your visit.

Please call us on +44 (0) 370 333 0604 to confirm your numbers and make payment.

Once you have confirmed numbers and made payment, ticket types cannot be changed.

Agency Voucher Scheme (AVS) customers should confirm final numbers 7 days in advance of their visit. Once numbers are confirmed the booking cannot be changed.

**Q. How can I be set up on the Agency Voucher Scheme (AVS)?**

- A. The Agency Voucher Scheme (AVS) is for Travel Trade clients who bring high volumes of visitors to Stonehenge.

If you would like to enquire about joining the Agency Voucher Scheme (AVS) please email the Travel Trade team at [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk) with details of your current bookings for Stonehenge, including visitor numbers and details of any bookings you've previously had.

**Q. What happens if I want to cancel our booking?**

- A. If you no longer require a booking you must notify us as far in advance as possible and no later than 7 days in advance of your visit.

**Q. Can I get images of Stonehenge to promote my tours?**

- A. Yes. To request images of Stonehenge please email [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk)

**Q. Can I order leaflets about Stonehenge?**

- A. Yes. To request leaflets (subject to availability) please email [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk) with your contact details, full postal address and organisation/group name.

**Q. What happens if I am late for my timeslot?**

- A. If you know that you are going to be late, please call us on +44 (0) 370 333 0604.

We will be able to advise you how busy it will be. We will always try to accommodate late arrivals, however we cannot guarantee the space and so you may have to wait to enter the site.

**Q. What happens if I am early for my timeslot?**

- A. If you are early, staff at Stonehenge will print your tickets and let you in as soon as they are able to. This may mean that you need to wait for your original timeslot, or if you are very early, you may be asked to come back at your original timeslot.

If you are going to be very early, please call us on +44 (0) 370 333 0604.

**Q. Can I buy tickets on arrival?**

- A. Groups arriving by coach or minibus must be booked in advance through us, call +44 (0) 370 333 0604 or email [bookstonehenge@english-heritage.org.uk](mailto:bookstonehenge@english-heritage.org.uk) (Monday to Friday 09.00 to 17.00 UK time).

Any groups who arrive at Stonehenge without pre-booking will be admitted at the discretion of the site and will be charged the walk up ticket price.

**Q. What happens if I arrive at Stonehenge and need additional tickets?**

- A. If you require any additional tickets for your existing booking on arrival at Stonehenge you will be charged the pre-booked ticket price for these.

**Q. What do I need when my group arrives at Stonehenge?**

- A. If you have paid in advance, you need your Stonehenge booking reference and confirmation of booking.

If you are an Agency Voucher Scheme (AVS) client, you need your voucher with the correct number of visitors and ticket types, plus your Stonehenge booking reference.

Please remind staff at the Groups Reception Point to input your tour reference into our system if required.

If you do not have your Stonehenge booking reference it will cause delays as the staff in the Groups Reception Point try to find your booking.

**Q. What happens when my group arrives on site?**

- A. On arrival at site your coaches stop in the drop off bay next to the Groups Reception Point.

Your tour leader/guide/driver leaves the coach and heads to the Groups Reception Point to collect the tickets, orientation leaflets and audio guides (checking they have the correct amount of tickets) - please have your Stonehenge booking reference and relevant paperwork ready. The group remain on the coach until tickets have been distributed.

Your tour leader/guide/driver returns to the coach and distributes the tickets, orientation leaflets and audio guides. We advise you distribute the audio guides as your group disembarks at the coach drop off bay.

Please note you must not take audio guides into the coach park as an alarm will go off and the audio guide will make a noise. To stop the noise the audio guide must be returned to the Groups Reception Point.

We recommend your group test the audio guides before leaving the Groups Reception area to confirm they are set to the correct language and are working properly. Site staff can help with any queries about changing languages or using the audio guides if necessary.

Your group heads from the coach park down to the visitor centre (only a two minute walk), making use of the toilet facilities at the visitor centre if required.

We recommend your group heads to the Groups Shuttle Point and head to the Stone Circle first. We suggest you walk around the Stones in an anti-clockwise direction.

On their return from the Stone Circle your group can now explore the remainder of the site including the exhibition, Neolithic houses, shop and café before returning to the coach.

Your group should return their audio guides to the audio guide drop off point at the visitor centre.

If you would like further assistance with planning your visit, please call +44 (0) 370 333 0604 or email [bookstonehenge@english-heritage.org.uk](mailto:bookstonehenge@english-heritage.org.uk)

**Q. What does the entry price include for groups?**

- A. For groups, the entry price includes the exhibitions, the shuttle, the Stones (not inside the Stone Circle) and audio guides (subject to availability).

**Q. Are tour leaders/guides, coach drivers and Blue Badge Guides allowed a complimentary drink?**

- A. Yes. We offer coach drivers, tour leaders/guides and Blue Badge Guides one complimentary hot drink (excluding luxury hot chocolate) at Stonehenge.

This is limited to one coach driver and one tour leader/guide or Blue Badge Guide per group and only available when accompanying groups.

They will be given a voucher when collecting the tickets for the group which they then take to the café along with a valid driver/leader/guide ID to exchange for the complimentary drink.

**Q. Who gets in free?**

- A. Free visit are applicable to –  
English Heritage members\*  
English Heritage corporate members\*  
English Heritage Travel Trade Pass holders\*  
English Heritage OVP holders\*  
National Trust for England members\*  
National Trust Touring Pass holders\*

\*Please note these do not count towards group numbers to qualify for a group discount.

National Trust staff, National Trust for Scotland members, National Trust affiliated organisations and National Trust Travel Trade Pass holders are not eligible for free entry.

**Q. How long should my group spend at Stonehenge?**

- A. We recommend allowing 2 hours. This will enable your group to visit the exhibitions, go down to the Stones and use the audio guide (subject to availability), as well as visit the shop and café.

**Q. What order should my group visit Stonehenge?**

- A. There is no set order for visiting Stonehenge. You can visit the exhibitions, Stones, shop and café in the order you and your group choose. If you have limited time, it is advisable to go the Stones first. We suggest you walk around the Stones in an anti-clockwise direction.

**Q. Do you have audio guides?**

- A. Yes. Audio guides are free of charge to groups but are subject to availability and are available in the following languages: English, Dutch, French, German, Italian, Japanese, Mandarin, Polish, Russian and Spanish.

Visitors can download the audio tour in advance (English version only). Please visit the iTunes store or the Google Play store and search for the 'Stonehenge Audio Tour'.

Once the app has downloaded, please open it whilst still connected to the internet, to enable relevant updates to take place. Without this the app will not work offline.

Free Wifi is available at the visitor centre.

**Q. Will my group get separated on the shuttle to the Stones?**

A. Staff at Stonehenge will do their best to accommodate your whole group on the same shuttle; however this may not always be possible. Please use the Groups Shuttle Point at the visitor centre.

**Q. What facilities are available?**

A. We have a 110-seater counter service café serving a grab and go hot and cold food offer.

The shop offers a wide range of souvenirs, clothing, books and gifts.

Toilets including accessible toilets and baby changing facilities are located at the visitor centre.

A visitor shuttle takes visitors from the visitor centre to the Stones and back (around 2km each way). There is a Groups Shuttle Point at the visitor centre.

**Q. Where can I find out about disabled access?**

A. The Stonehenge section of our website has information for disabled visitors, under the plan your visit section – [www.english-heritage.org.uk/stonehenge](http://www.english-heritage.org.uk/stonehenge)

If you have any further questions please call Customer Services on +44 (0)370 333 1181 or email [customers@english-heritage.org.uk](mailto:customers@english-heritage.org.uk)

**Q. Can my group get access into the Stone Circle?**

A. Special pre-booked out-of-hours Stone Circle Access visits are available. Please note these visits have limited availability and only operate at certain times of the year.

To find out more and to make a request for a Stone Circle Access visit please see our website – [www.english-heritage.org.uk/visit/places/stonehenge/plan-your-visit/stone-circle-access-visits](http://www.english-heritage.org.uk/visit/places/stonehenge/plan-your-visit/stone-circle-access-visits)

**For all Stonehenge group bookings and enquiries, contact the Stonehenge Booking Team –**

**Mon-Fri 09.00-17.00**

**Tel: + 44 (0) 370 333 0604 (charged at national rates but mobile charges may vary)**

**Email: [bookstonehenge@english-heritage.org.uk](mailto:bookstonehenge@english-heritage.org.uk)**

**For all general Travel Trade enquiries, contact the Travel Trade Team -**

**Mon-Fri 09.00-17.00**

**Tel: +44 (0) 117 975 1349**

**Email: [traveltrade@english-heritage.org.uk](mailto:traveltrade@english-heritage.org.uk)**