



# Group Enquiry

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## Walmer Castle and Gardens

1 April 2020 – 31 March 2021

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 volunteers 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.

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**If, after having read this information, you have any other questions please do not hesitate to contact us on  
tel: +44 (0)1304 364288  
[walmercastlegroupbookings@english-heritage.org.uk](mailto:walmercastlegroupbookings@english-heritage.org.uk)**



### Walmer Castle and Gardens

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

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 \_\_\_\_\_

E-mail Address \_\_\_\_\_

Details of your booking will be held by English Heritage in line with financial regulations. Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about general group visits information, things to see and do, exclusive offers, our latest work and appeals. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us by ticking the relevant box(es):  Email  Post  Phone  SMS  
If you DO NOT wish English Heritage to keep in touch, please tick this box  (please note that we will not be able to contact you with any changes to your booking if this is ticked.)

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

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 65 years and over		Number of Children Ages 5 - 17	
		Non-members	English Heritage Members	Non-members	English Heritage Members	Non-members	English Heritage Members
Estimated total visitors							

Tea Room Booking: Tea Room Booking required Yes / No

Group members will visit Tea Room on an individual basis Yes / No



**I would like to book the following (please tick). Prices valid from 1<sup>st</sup> April – 31 March 2021 and may vary on event 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. 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: £12.60 per adult; £11.30 per concession; £7.60 per child.</p> <p>Group of 11 or more paying visitors (after 15% discount): £10.71 per adult; £9.60 per concession; £6.46 per child.</p>
	<p><b>Walmer Castle Tour</b> _____ @ £125 per group (max of 25 people). 4 weeks notice  <b>History of Garden Tour</b> _____ @ £125 per group (max of 25 People). required</p>

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

**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) Your support is helping to keep the story of England alive at over 400 historic sites across the country.

We'd love to keep in touch with you about general group visits information, things to see and do, exclusive offers, our latest work and appeals. We will never share your details with anyone else to use for their purposes. You can change your mind at any time.

Please let us know how you would like to hear from us by ticking the relevant box(es) below:

- Email
- Post
- Phone

If you **DO NOT** wish English Heritage to keep in touch, 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



◆ **Opening Times valid from 1 April 2020 – 31 March 2021**

1 Apr – 30 June	10am - 6pm	Daily
1 Jul – 31 Aug	10am - 7pm	Daily
Closed when the Lord Warden is in residence (10-12 July)		
1 Sep – 30 Sep	10am - 6pm	Daily
1 Oct – 1 Nov	10am - 5pm	Daily
2 Nov – 23 Dec	10am - 4pm	Sat – Sun
24 – 25 Dec	Closed	
26 Dec – 1 Jan	10am - 4pm	Daily
2 Jan – 14 Feb	10am – 4pm	Sat - Sun
15 Feb – 21 Feb	10am – 4pm	Daily
22 Feb – 26 Mar	10am - 4pm	Wed - Sun

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

◆ **Coach Parking:** There is 1 free coach parking space on site. Or drop-off at the top of the gravel drive.

◆ **Prices & Group Discounts valid from 1<sup>st</sup> April 2020 :** 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: £12.60 per adult; £11.30 per concession; £7.60 per child.

Group of 11 or more paying visitors (after 15% discount): £10.71 per adult; £9.60 per concession; £6.46 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:** Treat yourselves to an informative and engaging tour and discover the many stories that Walmer Castle and Gardens has to tell. (£125 per tour with up to 25 people per group)

**Castle Tour:** Led by one of our stewards, soak up the atmosphere as you learn of the castle's Tudor origins, its role as the home of the Lords Warden and many more of its intriguing stories.

**Gardens Tour:** Immerse yourselves in the blooming beauty of our historic, grade 1 listed gardens. Led by one of our expert gardens team you will enjoy the formal Queen Mother's Garden, the working Kitchen Garden, and the natural beauty of the woodland walk and much more.

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

◆ **Disabled Access:** There is accessible parking at the entrance to our car park. 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 cannon 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:** Catering: The Lord Warden's Tearoom can be booked for lunch, or light refreshments, and it seats 50 inside. Contact the Catering Supervisor on 01304 363887 for essential pre-booking. If you do not pre-book we cannot guarantee the seating, or that a full menu will be available to your group.

Cream teas, light meals, and snacks are available in our Glass House Café.

- ◆ **Facilities:** Shop and toilets which are wheelchair accessible.
- ◆ **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

If you would like this document in a different format, please contact our Customer Services department:

Telephone: 0370 333 1181

E-mail: [customers@english-heritage.org.uk](mailto:customers@english-heritage.org.uk)

**Please return your completed form to:**  
**Walmer Castle and Gardens**  
**Kingsdown Road, Deal, Kent CT14 7LJ,**  
**tel: +44 (0)1304 364288**  
**[www.english-heritage.org.uk/walmercastle](http://www.english-heritage.org.uk/walmercastle)**