

The logo for Norwich Castle Schools & Learning. It consists of a gold rectangle on the left with the text 'Norwich Castle' in black, and a black rectangle on the right with the text 'Schools & Learning' in white. The top of the gold rectangle has a white scalloped edge.

Norwich
Castle

Schools
& Learning

The logo for the Museum of Norwich at the Bridewell. It features a pink rectangle with the text 'MUSEUM of NORWICH at the Bridewell' in white.

MUSEUM of
NORWICH
at the Bridewell

The logo for Strangers' Hall. It features the text 'STRANGERS' HALL' in a red, serif font, with a decorative flourish between the words.

STRANGERS'
& HALL

Information for home-educated groups visiting Norwich Castle, Museum of Norwich at the Bridewell and Strangers' Hall

To help you get the most out of your museum visit, please read the following information and communicate it to your group. If you have any questions, please call (0)1603 493636 or email norwichcastle.bookings@norfolk.gov.uk.

Planning your visit

In **term-time**, home-educated children receive free admission for pre-booked self-guided visits. One adult per home-educated child goes free. At **weekends, holidays and bank holidays**, home-educated children and accompanying adults pay normal museum admission. For term-time visits, you **must pre-book** or you will be charged normal admission on the door.

If you plan on **bringing a group of more than 10 children**, please pre-book as far in advance as possible by contacting norwichcastle.bookings@norfolk.gov.uk.

For smaller groups, please [pre-book tickets on Art Tickets](#) – there is an option for home educators when you choose your ticket type (please use this for both children and adults). You must book at least a day in advance.

When you arrive, you may be asked for **proof of home education status** (e.g. a letter from the local authority). If you're not sure that you have anything suitable, please contact us in advance by calling (0)1603 493636 or emailing norwichcastle.bookings@norfolk.gov.uk.

If you are taking part in a facilitated activity, there may be a cap on the number of adults in the session to ensure the children get the most out of their activity. Please see your booking confirmation for information about the price of your activity.

On arrival

If you have booked a self-guided visit on Art Tickets, please check in with staff at the front door. At the Castle, if you have booked a facilitated visit, please go to the information desk in the Rotunda to sign in and pay – your guide or session leader will meet you at the desk at the agreed time. Larger self-led groups who have booked via norwichcastle.bookings@norfolk.gov.uk should also sign in at Rotunda. If you have booked a facilitated visit or larger self-led group at Museum of Norwich or Strangers' Hall, please sign in and pay (if applicable) at the main reception desk.

Responsibilities and expectations during your visit

Please nominate a person/people to act as **group leader(s)**. The group leader(s) have responsibility for adults and children (including siblings) and for:

- Meeting the participating families outside the museum and bringing them in as a group (there are no designated meeting spaces in the museums).
- Overseeing the visit and being the contact for adults and children on the day.
- Briefing students, children and adults before the visit on health and safety, and on roles and responsibilities (see below).

All visiting adults have responsibility for their children's behaviour (including siblings) throughout the visit including facilitated sessions, self-guided visits and breaks. Adults are expected to:

- Support and engage in any led sessions, where appropriate.
- Assist the group leader.
- Stay with their children at all times, especially during breaks and lunchtimes.
- Be responsible, in case of evacuation, for escorting their group to the fire assembly point and reporting any missing person to museum staff.

Home-educated students and other children are expected to have a responsible attitude and show regard for the fabric of the museum, its contents, other museum visitors and museum staff.

In the museum

- Eating and drinking is not allowed in the galleries or activity spaces.
- Photography is generally permitted within the museums, unless stated otherwise. Please do **not** use a flash.
- Drawing is permitted, with pencils **only**.

Running late?

If you're running late for a facilitated event or tour, please contact the Bookings Coordinator on (0)1603 493636 or call the relevant museum direct – Norwich Castle on (0)1603 495897/493625, Museum of Norwich on (0)1603 629127 or Strangers' Hall on (0)1603 667229.

