

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 square 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. The word 'STRANGERS'' is in all caps, and 'HALL' is in all caps with a decorative flourish between the two words.

STRANGERS'
HALL

Information for home education 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 contact 01603 493636 or norwichcastle.bookings@norfolk.gov.uk.

Norwich Castle: Royal Palace Reborn

Norwich Castle is undergoing exciting redevelopment work until at least late 2024. The Castle Keep is closed during this time, but most of the rest of the museum will be open, with a few changes here and there. The project means we'll have a smaller capacity for groups.

Admission and charges

Self-guided visits

Currently pre-booked self-guided visits are free for home-educated children during school term-time. One adult per home-educated child also goes free, and additional adults pay normal admission. [Please book your tickets in advance on our website](#) – there is an option for 'Elective home educated adult' and 'Elective home educated

child'. You may be asked for proof of home education status – please contact norwichcastle.bookings@norfolk.gov.uk if you're unsure whether you have anything suitable.

At weekends, bank holidays and school holidays, normal admission applies. [Please visit the Norfolk Museums Service website to find normal admission charges](#) for the museums.

Facilitated visits

Please see your booking confirmation for admission and event fee information. There may be a cap on the number of adults to ensure the children get the most out of their session.

Access

We aim to make our activities as inclusive as possible. If anyone in your group has particular access or learning needs, please contact us in advance to discuss.

If anybody in your party has mobility difficulties we recommend you visit the museum before the trip and talk through with staff how to evacuate in an emergency (see Pre-visits). Strangers' Hall is not wheelchair-accessible and has steps to nearly every room. There are no accessible toilets at Strangers' Hall.

[Find more information about access at Norwich Castle](#)

[Find more information about access at Museum of Norwich](#)

[Find more information about access at Strangers' Hall](#)

On arrival

- There is **no parking** at any of the three sites. At the Castle, if members of your group have access needs, you are welcome to drive up in a car or minibus to drop off at the entrance.
- When you arrive, please sign in at the Rotunda information desk (Castle) or the reception desk at Museum of Norwich or Strangers' Hall.
- If you're running late for a facilitated visit, please contact the Bookings Coordinator on 01603 493636 or call the relevant museum direct – Norwich Castle 01603 495897/493625, Museum of Norwich 01603 629127 or Strangers' Hall 01603 667229.

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 with pencils **only** is permitted.

Responsibilities and expectations during your visit

The group leader has responsibility for adults and children (including siblings) and for:

- Meeting participating families outside the museum and bringing them in as a group (there is no designated meeting space in the museum).
- 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 led sessions 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.

Thank you for reading. We hope you enjoy your visit!



Supporting cultural education, endorsed by Arts Council England

