

# Organising school visits to Norwich Castle

## Norwich Castle: Royal Palace Reborn building project

Norwich Castle Keep is undergoing major redevelopment work until at least 2024. The Keep is closed during this time, but most of the rest of the museum is open, with a few changes here and there. The project means we have a smaller capacity for school groups, and some events won't be available (you can [find out more by downloading our current schools programme](#)). There is **no parking** on-site during the project, although you can drive a car or minibus over the bridge to drop off students or accompanying adults who have access needs. There may be construction vehicles on **Castle Meadow**, which is the main drop-off point for coaches. If this is an issue for your group, please ask your driver to drop you off on **Farmers Avenue** instead. There may be additional changes as the redevelopment progresses.

## Covid-19

If any member of your group is at a higher Covid risk and you would like to discuss possible accommodations, please contact us in advance of your visit at 01603 493636 or [norwichcastle.bookings@norfolk.gov.uk](mailto:norwichcastle.bookings@norfolk.gov.uk).

## Bookings

**Advance booking is essential** for all school visits. To make an enquiry, please call 01603 493636 or email [norwichcastle.bookings@norfolk.gov.uk](mailto:norwichcastle.bookings@norfolk.gov.uk).

You can [find details of our offers for schools, trails, resources and information to help you write risk assessments on our website](#).

## Planning your visit

- We can usually provide areas for lunch. Please ask when booking your visit and please leave lunch spaces clean and tidy. **Lunch spaces must be booked in advance.**
- The **Museum Shop** will be operating a pop-up shop for the duration of the Royal Palace Reborn project.

## Pre-visits

If you're a teacher and would like to make a pre-visit to the Castle, please [book a complimentary ticket on Art Tickets](#), and show your school ID to front desk staff when you arrive. Please note that, for pre-visits, free admission only applies to teachers, not to others in your party. We would recommend booking tickets in advance, but tickets may also be available on the door.

## Admission and workshop fees

Please see your booking confirmation for details of the price of your visit. Teachers and accompanying adults go free in a reasonable ratio.

## On arrival

Ask your coach driver to **drop you off / pick you up** on **Castle Meadow** or **Farmers Avenue**. There is then a short walk through Castle Gardens and over the bridge to the Castle (see Access section for more details). The museum **opens at 10am**, and before then there is nowhere to wait inside. If the weather is bad we recommend you remain on the coach until 10am.

The temporary visitor entrance is a few steps around the museum to the right. There will be a member of staff at the entrance who will direct you through the museum. The group leader will be asked to sign in and confirm the number of students and adults in the group.

You will be directed to your **drop-off space for coats and bags**, shown your **lunch space** if you are staying for lunch, and taken to your **first activity**, if applicable.

## 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). You can [find more information about access facilities on our website](#).

## Arriving at the museum

- There is **no parking** on-site. However, you can drive over the bridge (in a **car or minibus only**) to drop off students or accompanying adults who have access needs.
- From the coach drop-off on Castle Meadow, head up the path next to the hoardings. From there, there are three routes to the Castle – steps followed by the sloped footbridge; slopes through Castle Gardens followed by the footbridge; or the lift opposite the steps. The lift option bypasses the footbridge.
- From the lift exit or top of the footbridge, turn right and follow the path around a short way to the main entrance. The entrance has a few steps but there is a step-free entrance nearby which Visitor Services staff can show you.

## **Inside the museum**

- Inside the museum there is a lift to the first floor. Please note that there is a maximum of one wheelchair-user on the first floor at a time, and they must be able to be transferred into an evac chair in the event of an emergency.
- There are accessible toilets on the ground floor and first floor. On the ground floor, there is also a Changing Place which can be accessed by radar key (a key is available in the museum if needed).
- There are wheelchairs available to borrow in the museum on a first-come, first-served basis.

## **Running late?**

If you are taking part in an event or workshop and your arrival time is delayed for any reason please call us on 01603 493636 or 01603 493625.

## **Responsibilities and expectations during your visit**

### **The group leader has responsibility for adult helpers and for:**

- briefing students and adult helpers **before the visit** on health and safety (you will be sent a risk assessment), and on roles and responsibilities (see below).

### **All visiting teachers have responsibility for:**

- their pupils' behaviour throughout the visit including led sessions and breaks.
- sole responsibility for the welfare of their pupils during breaks and lunchtimes.
- staying with their group at all times, especially during breaks and lunchtimes.
- in case of evacuation, for escorting their group to the fire assembly point, taking the register and reporting any missing person to museum staff.

### **Adult helpers are expected to assist teachers with the above.**

**Students are expected to have a responsible attitude and show regard for the fabric of the museum, its contents and other museum visitors.**

## **Departing the museum**

When you are ready to leave, we recommend you phone your driver to check the coach is waiting for you. If there's a delay you'll then be able to wait in your lunch space.

## **After your visit**

If you had a facilitated visit, we'll send you a short evaluation to complete and we welcome your comments on how the visit went.

