



MUSEUM of  
NORWICH  
at the Bridewell

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 email [norwichcastle.bookings@norfolk.gov.uk](mailto:norwichcastle.bookings@norfolk.gov.uk) or call 01603 493636.

### Norwich Castle: Royal Palace Reborn

Norwich Castle is undergoing major building redevelopment work from 2020 until at least 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. There may be additional changes as the redevelopment progresses.

There is **no parking** on-site during the project, although you can drive a car or minibus over the bridge to drop off group members who have access needs.

### Admission and charges

#### Self-guided visits

Please [book your tickets in advance via Art Tickets](#) using the 'Carer/foster carer/home educator' option (use this option for both children and adults). You may be asked for proof of home education status when you arrive at the museum.

- [Current admission charges at Norwich Castle](#)
- [Current admission charges at Museum of Norwich](#)
- [Current admission charges at Strangers' Hall](#)

#### Facilitated visits

Please see your booking confirmation for admission and event fee information. You may bring one adult free per participating child. Any additional adults will be asked to pay the normal museum admission charge. There may be a cap on the number of adults to ensure the children get the most out of the session.

## Responsibilities and expectations during your visit

Please nominate a person to act as group leader. 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 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.

## 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.

## Running late?

If you're running late for a facilitated event, 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.

Thank you for  
reading - we hope  
you enjoy your visit.  
Norwich Museums  
Learning Team

