



Organising language school visits to Strangers' Hall

Planning your visit

- **Opening times:** In low season, language school groups can visit Wednesdays 10am to 4pm and Sundays 1 to 4.30pm. In high season you can visit Wednesdays to Fridays 10am to 4pm and Sundays 1 to 4.30 pm. **All visits must be booked in advance.**
- **Pre-visits:** If you wish to make a pre-visit, please contact the Bookings Coordinator (details below).
- If you have a large group, you may be required to stagger arrivals.
- A risk assessment is [available on our website](#) and you can also [find more general information](#).

Bookings

All visits must be booked in advance. To make an enquiry, please contact 01603 493636 or norwichcastle.bookings@norfolk.gov.uk.

Admission and payment

Admission is £3.50 per student with accompanying adults free in a reasonable ratio. There is an additional charge for tours, which must be booked in advance and are subject to staff availability. Please arrange to pay by cash, card or cheque payable to Norfolk County Council. If this is not possible, an invoice can usually be sent after your visit.

Cancellation policy

If you need to cancel your booking, please let the Bookings Coordinator know in advance. If you have booked a tour or workshop, please give **21 days' notice in writing** - failure to do so may result in a cancellation fee.

Access requirements

Strangers' Hall is not accessible for wheelchair-users. There are steep steps at the entrance and steps and stairs throughout the building. If any of your party has mobility difficulties, we strongly recommend you make a pre-visit to assess risk and suitability. An introductory video providing a virtual tour is available in the school room, accessible by ramp, but please phone in advance to book.

On the day

- Ask your coach driver to **drop you off/pick you up** outside the Strangers Tavern pub on Charing Cross. There's a bus stop here to pull over in and it's a very short walk to the museum entrance. For minibuses or cars, there are pay-and-display car parks on Rouen Road or next to the Woolpack pub on Golden Ball Street.

- **On arrival**, please sign in and pay at the reception desk. The group leader will be asked to record the number of students and adults in the party. If you have booked a tour or event, a member of museum staff will direct you to your meeting place.
- The front desk has a range of **souvenirs** on Wednesdays only (Thursdays and Fridays as well in peak season). Outside our main season this small shop may not always be open.
- There are only two **toilets** (one male, one female). This is due to building restrictions for this Grade 1 listed building. We suggest going in small groups at staggered times.

Running late?

If you are taking part in an event or workshop and your arrival time is delayed for any reason, please call the Bookings Coordinator on 01603 493636 or Strangers' Hall on 01603 667229.

Responsibilities and expectations during your visit

- We recommend that students are organised in groups of around five people, and that only one group is in a room at one time, as the rooms at Strangers' Hall are small and contain fragile objects.
- Please ask your students **not** to touch anything they see in the rooms. However, when not under Covid restrictions, the Little Bed Chamber (half-way round the visitor circuit, with two replica beds and bed linens) is a fully interactive room in which everything can be touched, and here students are invited to try their hand at making the bed Tudor-style!
- Rucksacks and school bags are not permitted in the museum – please ask a member of staff to store them for you in the school room or office.
- No eating or drinking is permitted in the museum (apart from the garden and designated lunch space). The lunch space must be pre-booked.
- Photography is permitted, but please do **not** use a flash.
- You can [find a risk assessment on our website](#).

The group leader has responsibility for adult helpers and for briefing students and adult helpers before the visit on health and safety, and on roles and responsibilities.

All visiting group leaders and adult helpers have responsibility for:

- Their students' behaviour and welfare throughout the visit including led sessions and breaks.
- Staying with their group at all times, especially during breaks and lunchtimes.
- Escorting their group to the fire assembly point in case of evacuation, taking the register and reporting any missing person to museum staff.

Students 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. We hope you enjoy your visit.

Norwich Museums Learning Team



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