



SUDELEY CASTLE  
& GARDENS

# Group Booking Information for the 2021 Season

*Last updated: August 2021*

With the continued uncertainty caused by the Covid-19 pandemic, we have put the following information together to open our 2021 Group Booking system based on the current understanding, guidelines, and restrictions. This document and our booking system will be updated as and when further information is released, and we will continue to adapt accordingly. We appreciate your on-going understanding and support.

## **Covid-19 Safe Site**

For the continued health, safety and comfort for our visitors, staff and volunteers, we have decided to continue with some of our safety measures after 19 July.

- Our admissions entrance will still be via our outside window at the Visitor Centre and a site map will be available for you to take a photo of with directional signage on site. The Gift Shop will operate a queue system when busy.
- We recommend our visitors, staff and volunteers continue to wear masks inside the Exhibitions and Castle Rooms and maintain social distancing when possible.
- The Exhibitions and Castle Rooms will become free-flow, with no 'rule of 6' in operation, however if the Guides and Volunteers feel they are becoming crowded you may be asked to queue for a moment before entering inside.
- We encourage you to use our hand sanitiser stations and wash your hands regularly during your visit.
- There is a one-way route through the Visitor Centre, exhibitions and Castle Rooms which must be adhered to.
- Screens have been installed at all our service counters.
- We are operating a cashless site, encouraging card payments where possible.
- As always, please do not visit if you are feeling unwell or should be self-isolating.

### **Accessibility**

We strongly advise anyone with mobility difficulties, those who use wheelchairs or walking aids, or using pushchairs or prams, read our access statement before booking their visit. Our exhibitions and Castle Rooms include staircases and limited seating, and gravel pathways in our gardens can sometimes be difficult to manoeuvre through, although walking on our grass verges is permitted. For our full access statement – <https://sudeleycastle.co.uk/plan-your-visit/access-information>

### **What can we see?**

On your visit your group will have access to -

- 10-award winning gardens, including the Queens' Garden which is filled with many varieties of roses
- St Mary's Church which includes the magnificent tomb of Queen Katherine Parr, Henry VIII's 6th and final wife
- The Rare Breed Pheasantry
- The recently refurbished exhibition rooms which tell the 1,000-year story of Sudeley
- The Castle Family Rooms, including the Library, Morning Room, Chandos Bedroom and access to *The Tudor Succession* painting

### **Opening Dates and Times:**

Monday 12 April – Sunday 31 October 2021

Some days will be unavailable due to site closures for weddings and private events which will be explained at time of enquiry.

Group admission times are between 10am and 3pm. We will require 30 minutes between each coach arrival to allow for our admission procedures.

Our exhibitions close at 4pm, castle rooms at 4:30pm and the gardens and gift shop at 5pm.

### **Tickets and admissions:**

Group size is a minimum of 15 visitors.

Ticket price:

Adult - £12

Child - £5

Carers and Historic Houses Association Members receive free entry but still need to book their admission with the group to allow for capacity. Membership cards will need to be shown on arrival before entry.

### **Invoicing and payment:**

- Final confirmation of group details is to be confirmed 7 days in advance.
- Payment must be paid in a single transaction by the group leader on arrival, either by card, cheque (payable to Sudeley Castle LLP) or by company voucher for invoicing.

### **Cancellation:**

Please let us know 7 days before your reservation if you need to cancel your booking for any reason and there will be no charge.

### **Refreshments:**

The Pantry (café adjacent to the Visitor Centre and Gift Shop) and the Terrace Café (at the Castle) will be open for refreshments including sandwiches, hot snacks, cakes and drinks. Limited seating will be available as well as picnic tables. Tables will be cleaned frequently, and self-sanitation is also encouraged.

The Terrace Café (café at the castle itself) is being ran by *Relish* and serve hot meal options as well as sandwiches, snacks and drinks. Seating indoors and outdoors are both available.

We are currently unable to pre-book tables or food for groups. Please let us know when booking if your group is likely to be purchasing food at lunch time and we will ensure our stock and staffing levels are adequate to meet demand.

Due to limited stock and access, we are currently unable to provide our refreshment voucher for coach drivers. We apologise for this and hope to reinstate the offer very soon.

### **Arrival**

Your coach or group will be met by a welcome host in the coach parking area to process your group for entry.

- Your welcome host will first confirm details with the group leader and arrange payment.
- Your welcome host will then explain to the group as a whole the admission process.
- Your visitors will be invited at this point to use the WC facilities in the Visitor Centre.
- Once all visitors are back at the meeting point and ready, the welcome host will then admit you

### **Exhibitions, Castle Rooms & Tours:**

To enter the exhibitions and Castle Rooms, visitors should follow the signage to the castle. There may be a queue to access them if it becomes crowded inside.

The route through the exhibitions and Castle Rooms is one-way only. Visitors should allow for social distancing where possible. This route involves staircases and is therefore unsuitable for pushchairs and those with mobility issues. These visitors should follow the Garden and Church route as signposted (please see our Access Statement). We recommend visitors wear face coverings whilst inside the castle.

There is a 10% discount on our Sudeley Castle Guide Book for those who wish to purchase.

**Make a reservation:**

To arrange a Group Booking please send the following information:

- Group Name/Tour Operator Name
- Group Leader's Name
- Group Leader's Telephone Number
- Preferred Date of Visit
- Preferred Arrival Time of Visit
- Estimated Number of Visitors
- Are your visitors likely to be purchasing lunch?
- Will you be paying on arrival (card/cheque) or by company voucher for invoice?
- Invoice Address

Please send this enquiry to [groups@sudeley.org.uk](mailto:groups@sudeley.org.uk) and we will contact you to confirm your booking.

Alternatively, please post your reservation request and contact information to:

Group Bookings  
Sudeley Castle & Gardens  
Winchcombe  
GL54 5JD