



# Organising school visits to Strangers' Hall

## Bookings

**Advance booking is essential** for all school visits. To make an enquiry, please call (0)1603 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. In fine weather, lunch can be eaten outside in the garden. **Lunch spaces must be booked in advance.**
- The museum's usual opening time is 10am. If you arrive early, please be aware that there is no sheltered place to wait outside the museum.
- School events can take place **Wednesday to Friday**. All visits must be pre-booked. If you wish to have all or part of your visit be self-guided, you must book for a Wednesday, when the museum is open to the public.
- The museum's visitor capacity is small, so we ask that school groups usually leave the site once your event has finished, unless you have pre-arranged to stay for a self-guided visit afterwards (Wednesdays only).
- The museum is in the city centre and has **no parking**. The closest drop-off is outside the Strangers Tavern on Charing Cross.

## Pre-visits

We recommend that teachers come to the museum for a free pre-visit before bringing a school party. Pre-visits are available while the museum is open to the public – [view Strangers' Hall opening hours](#). You can [book a complimentary ticket on our website](#) (use the 'Other concessions' option), or just pop in. Teachers get in free, but you must bring your school ID with you to show to reception staff. Final admission is half an hour before closing.

## Admission and workshop fees

Please see your booking confirmation for details of the price of your visit.

## 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. [Find more access information about Strangers' Hall on our website](#).

Strangers' Hall is **not accessible for wheelchair-users**. There are steep steps at the entrance as well as 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 (see Pre-visits).

## On arrival

Ask your coach driver to **drop you off / pick you up** at the bus stop outside the Strangers' Tavern pub on Charing Cross. It's a very short walk to the museum from there.

**When you arrive at the museum** you will be met by a member of staff. The group leader will be asked to sign in and record the number of students and adults in the party. You'll be directed to a space to drop off coats and bags and shown your lunch space if you're staying for lunch. If you've booked a facilitated session, you'll then be taken to the meeting place for your introduction.

## Facilities

There are only two **toilets** (one male, one female). This is due to building restrictions for this Grade I listed building. We suggest going in small groups at staggered times during breaks.

## Running late?

If you are taking part in an event or workshop and your arrival time is delayed for any reason please call the booking line on (0)1603 493636 or Strangers' Hall on (0)1603 667229.

## Responsibilities and expectations during your visit

The rooms at Strangers' Hall are small and contain fragile objects. If your visit includes a self-guided session, we recommend that students are organised in groups of around five people, and that only one group is in a room at one time.

- 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.
- Please ask your students **not** to touch anything they see in the rooms. However, the Little Bed Chamber is a fully interactive room in which everything can be touched. Here students are invited to try their hand at making the bed – Tudor-style!
- No eating or drinking is permitted in the museum (apart from the garden and designated lunch space).
- Photography is permitted, but please do **not** use a flash.

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

- Briefing students and adult helpers **before the visit** on health and safety (see risk assessment), and on roles and responsibilities (see below).

### **Visiting teachers and adult helpers 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.
- Being responsible, in case of evacuation, for escorting their group to the fire assembly point, 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 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 the museum rather than on the roadside.

## **After your visit**

If you had a facilitated visit, we'll send you an evaluation form to complete and we welcome your comments on how the visit went. We're also happy to receive children's work and photographs.