

# LEEDS CASTLE

## SELF-GUIDED EDUCATIONAL VISITS TEACHERS' GUIDE



## CONTACTS

**For all educational queries please contact:**

**Education Manager - Helen Ellis**

**Telephone: 01622 767821**

**Email: [education@leeds-castle.co.uk](mailto:education@leeds-castle.co.uk)**



# EDUCATIONAL VISITS

Dear Teacher,

Thank you for booking your school visit to Leeds Castle. Please find enclosed your teacher resources. Your Invoice & Confirmation of Booking is attached to the email, which also contains advice on claiming a complimentary visit to use for a teacher familiarisation visit. Our gates will open at 10am.

- If you have booked a **workshop visit** you will be met by your workshop leader at the ticket box and they will be with you throughout the day. Please ensure you have placed your coach parking pass in the windscreen before you arrive.
- If you have booked a **self-guided visit** you may be allocated a time on arrival to enter the Castle and can enjoy the grounds and other facilities at your leisure.

## EATING AREAS

Public undercover eating areas and picnic tables are available at the area near to the playgrounds. We recommend that each child carry their own lunch and/or bag as we cannot transport any lunches, bags or boxes to the Education Centre or picnic sites.

## STORAGE

For those schools attending a workshop, there is room for coat and lunch box storage. For self-guided school groups there is a large mobile box available to store bags in when entering the castle. This is located at the Gatehouse. All items are left at your own risk.

## TOILETS

There is a large toilet block situated at the main entrance, and we advise using these before embarking on your visit. Further toilets can be found at the Triangle, The Gatehouse, Stable Hill and at the playground and maze area.

## POCKET MONEY

There are three shops at Leeds Castle where your pupils will find affordable mementos of their day. Please note that Leeds Castle is a cashless site therefore, purchases must be made via credit/debit card.

## PAYMENT

Payment will be required in advance or on the day of arrival by BACS or credit card. Leeds Castle regrets that no refunds can be issue on advance payments. If you choose to pre-pay for your visit using BACs, please ensure you quote our booking reference, date of visit and e-mail a copy of the bank remittance to us at [education@leeds-castle.co.uk](mailto:education@leeds-castle.co.uk). For urgent payments, please use the CHAPs system (same day payment). The details you require are:

Address - Royal Bank of Scotland, 94 High Street, Maidstone, Kent ME14 1SA

Account Name - LEEDS CASTLE FOUNDATION

Account Number - 23124443

Sort Code - 15-10-00

Swift - RBOSGB2L

IBAN - GB98RBOS15100023124443

Cancellations for workshops must be received by phone at least 10 working days prior to the visit. After this time the school may be invoiced for the full amount. We reserve the right to charge an administration fee for cancellations.

Also enclosed or attached are the teacher's information sheets which are easy to photocopy and we would appreciate it if all teachers and assistants were equipped with a copy.

We advise that the children bring sensible outdoor clothing, as most of the attractions are outside. Departure time will depend on you and the workshop you have chosen. It will generally be after 2pm, but you are welcome to stay longer should you want to make the most of the grounds.

Please do not hesitate to contact us if you have any further queries.



Helen Ellis

Education Manager

Tel: 01622 767821

Email: [education@leeds-castle.co.uk](mailto:education@leeds-castle.co.uk)



# EDUCATIONAL VISITS

## HELPFUL INFORMATION

### EMERGENCY SITUATIONS

In the Castle itself, an alarm bell will sound. Please follow instructions from Leeds Castle staff who will direct you to the nearest safe exit. There are various assembly points throughout the estate - please follow instructions from Leeds Castle staff who will direct you to the nearest one.

Most of our waterways are not deep. Lifebelts are available in key locations should a person fall into the water. If this happens, contact the nearest member of staff for assistance.

### LOST CHILD POLICY

It is advisable that before arrival at Leeds Castle, all children are advised how to identify a member of Leeds Castle staff. The Leeds Castle staff wear a uniform and/or name badge, which depicts the Leeds Castle logo.

If a child becomes separated from an adult guardian then the child or the guardian should approach a member of Leeds Castle staff and make him or herself known to them. The staff member will then send a coded radio message throughout the estate to inform other members of staff that there is a missing child. The adult guardian will then assist in finding the missing child, or the child will be kept safe until the guardian is found.

### FIRST AID POLICY

There are First Aid trained members of Leeds Castle staff throughout the estate. If a member of the public requires first aid treatment then they, or a member of their party should contact the nearest member of Leeds Castle staff who will make contact with a trained First Aider via the radio or telephone.

### VISITORS WITH DISABILITIES

Most of the Castle and its grounds are accessible to all visitors. For additional information please visit : [leeds-castle.com/accessibility](http://leeds-castle.com/accessibility).

### FURTHER INFORMATION

We ask that you respect the following conditions during your visit:

- Please show consideration towards other visitors.
- Pupils should not run, shout or push whilst in the Castle.
- Stay in your group and follow any requests or instructions given by Leeds Castle staff.
- Do not cross any barriers or touch any of the furniture or artefacts, unless given permission to do so as part of your workshop experience.
- Always be aware of vehicle and Castle Train movements throughout the estate, particularly on the Main Drive and Causeway. Traffic can increase when special events take place such as conferences and functions.
- At no time should the wildlife and wildfowl in the grounds and gardens be chased, scared in any way, or objects thrown at them.
- Keep well away from any maintenance/repair work taking place on the estate.
- Do not climb on any stonework.
- Avoid areas of open water, and do not walk too close to the water edges.



# RISK ADVICE

## EDUCATIONAL VISITS

The following advice is provided as a guidance tool to highlight some of the potential hazards you could encounter during your school visit. It does not cover every eventuality and should not be used as a full risk assessment. We strongly encourage teachers to carry out their own risk assessments prior to their visit, and to facilitate that we provide complimentary admission passes on booking.

LOCATION	HAZARD	REQUIRED CONTROLS	RISK LEVELS
Coach Car Park	Vehicle movements	Adult supervision. Follow instructions from castle staff.	Low
Ticket Office Area	Vehicle movements. Other visitors possibly blocking visibility.	Adult supervision. Check both directions for traffic. Cross the road with care. Stay in groups.	Medium
Woodland Walk & Cascade Garden	Wooden bridges, without handrails. Wire mesh underfoot. Could become slippery in wet weather. Woodland pathways of main footpath.	Use with care, keep hands clear of the gates.	Low
		No leaning through railings. Wire mesh underfoot, but could be slippery in wet weather.	Medium
		No running. Cross in single file. Take care in wet conditions. Adult supervision.	Medium
		Watch out for muddy or slippery conditions after rain.	Low
Summer Pavilion	Building closed to public due to unsafe boarding. Steps to veranda closed off.	Adult supervision. Do not permit anyone to climb over the boards onto the veranda.	High
Exiting Woodland Walk onto Main Drive	Vehicle movement in both directions including the Land Train.	Adult supervision. Walk in pairs. Check in all directions for vehicle or Land Train movements.	Medium
Ruined Mill area	Walls above mill area.	Adult supervision. No sitting or climbing on these walls.	High
Drawbridge entrance to Castle	Uneven cobblestones.  Parapet walls.	Do not run. Take care when walking.	Low
		Adult supervision. No sitting or climbing on these walls.	High
		Vehicle movements through gate tunnel.	Low
Walls surroundings Castle Island	Steep drop on all sides.	Adult supervision. No climbing on these walls.	High
Approaching Castle entrance	Steep drop from all walls leading to steps down to lower level.	Adult supervision. Do not permit anyone to climb on to any walls.	High
Stone steps leading down to lower level	Steep and uneven steps	Descend single file. Use handrails. Wait at the bottom until all the group has descended. Adult to descend first.	Medium

LOCATION	HAZARD	REQUIRED CONTROLS	RISK LEVELS
Lower level walk along moat edge	Pathway runs parallel to moat edge, could be slippery due to wet conditions or bird droppings.	Strict adult supervision. Walk single file. Stay in group and keep to the inner edge. No running or pushing.	High
Final bend on lower level walk, prior to entering the Cellar	Path narrows at the bend by open water.	Strict adult supervision. Adult to remain on the corner until the group has entered the Cellar.	High
Cellar	Single deep step at Cellar door entrance. Change in light level.	Take care when stepping in.	Medium
	Slope upwards, uneven floor. Wine barrels on either side.	Take care. Adult supervision. Do not let students sit on the barrels.	Low
	Three flights of steep, twisting and uneven stone steps leading upwards from the Cellar into the Castle.	Ascend with care using the handrails provided. Ascend in single file.	Medium
Inside Leeds Castle	Steps down to Lower Bridge Corridor.	Take care when descending. Do not touch the wheelchair hoist.	Low
	Wooden spiral staircase leading to upper floor.	Ascend single file, using rope handrail.	Low
Crossing the Causeway	Vehicle/Land Train movement. Other visitors. Puddles in wet conditions.	Look and listen for traffic. Keep away from edges of the Great Water.	Low
Lady Baillie Garden	Varied levels, terraces and walls. Drop down to Great Water edge.	Adult supervision. Do not climb on terrace walls.	Low
Wildfowl	Birds roaming freely in open areas.	Do not approach wild birds.	Low
Maze	Uneven steps up to the central mound.	Use handrail. No running.	Low
Maze Grotto	Steep drop down from walls at the top of the mound.	Adult supervision. No climbing or standing on these walls.	High
	Uneven surfaces, steep stone steps at entrance and exit. Narrow passageway.	Hold handrails. Do not run/push. Walk single file in passageways and when using steps.	Medium
	Wooden steps at the side of Grotto exit. Slippery in wet conditions.	Move sensibly.	Low
Play Area	Variety of play equipment at different heights and abilities.	Adult supervision. Observe age restrictions of the two play areas.	Medium

Signed:   
Helen Ellis, Education Manager

Date: February 2022







- 1 Adventure Golf
- 2 Bird of Prey Centre
- 3 Castle Island
- 4 Obstacle Course (Seasonal)
- 5 Dog Collar Museum
- 6 Falconry Display Arena
- 7 Maze & Grotto
- 8 Knights' Stronghold Playground
- 9 Squires' Courtyard Playground
- 10 Castle Train & Mobility Vehicle Stop
- 11 Black Swan Ferry (seasonal)
- 12 Castle View Restaurant
- 13 Catering Kiosk
- 14 Cafe/Restaurant
- 15 Shop
- 16 Cuipeper Garden
- 17 Lady Baillie Mediterranean Garden
- 18 Princess Alexandra Gardens
- 19 Pavilion Lawn
- 20 Queens with Means
- 21 Wildlife Garden
- 22 Education Centre
- 23 Toilets
- 24 Disabled Toilets
- 25 Changing Places Toilets
- 26 Handwash/Sanitiser Station
- 27 No Entry for Visitors
- 28 Self-Guided Walks
- 29 Route 1 (1km)
- 30 Route 2 (1.5km)
- 31 Route 3 (2.5km)
- 32 Viewpoint

## EVALUATION FEEDBACK FORM

To enable us to review and improve our educational services please complete this form and return to your workshop leader or alternatively:

Email: [education@leeds-castle.co.uk](mailto:education@leeds-castle.co.uk)

Post: Education Manager, Leeds Castle, Maidstone, Kent, ME17 1PL

### SCHOOL NAME

### CONTACT NAME

### DATE OF VISIT (DD/MM/YYYY)

### NAME OF WORKSHOP

### WOULD YOU VISIT LEEDS CASTLE AGAIN?

Yes  No

If no, please provide a reason

### WOULD YOU RECOMMEND LEEDS CASTLE TO OTHER TEACHERS?

Yes  No

If no, please provide a reason

### WHAT SUBJECTS COULD LEEDS CASTLE OFFER WITHIN THEIR PROGRAMME TO HELP YOU WITH THE CURRICULUM?

### HOW DID YOU HEAR ABOUT THE EDUCATION WORKSHOPS AT LEEDS CASTLE?

Leeds Castle website

Leeds Castle leaflet or poster

Other (please state)

### WHAT WERE YOUR EXPECTATIONS BEFORE THE VISIT?



### WERE YOUR EXPECTATIONS MET?

Yes  No

If no, please provide a reason

### HOW DID THE VISIT TO LEEDS CASTLE ENHANCE CLASSROOM LEARNING?

Please rate the following elements of your day and provide any additional feedback (1 = poor, 2 = average, 3 = good, 4 = excellent) If you have any additional comments, please include them in the boxes below.

Availability and quality of education information:

1  2  3  4

Workshop content and relevance:

1  2  3  4

Materials and equipment provided:

1  2  3  4

Usefulness of website:

1  2  3  4

Interest and enjoyment for students:

1  2  3  4

Workshop leader service:

1  2  3  4

Booking procedure:

1  2  3  4

Quality of practical activities:

1  2  3  4

Value for money:

1

### PLEASE SHARE ANY ADDITIONAL COMMENTS OR SUGGESTIONS:

Thank you for your time. Your feedback will prove invaluable for the development and future of our educational workshops.

