



WINDSOR CASTLE

Community Group Visit

This information sheet is designed to give you the information you need to plan and undertake a successful community group visit to Windsor Castle.

If you have any further questions, please do not hesitate to contact: the [Access and Inclusion Manager](#), Royal Collection Trust, Amy.Stocker@rct.uk, 07860 612 393

- **Making pre-visits**

A preliminary visit helps you plan your day more effectively and enables you to fulfil any risk assessment requirements you may have.

If you and a colleague would like to make a pre-visit, please contact Amy with a proposed date. Two complimentary tickets will be booked for you, for collection at the Castle Admission Centre on the day. If possible we will arrange an opportunity to meet with Amy to discuss your group's interest and requirements in more detail.

- **Health and Safety**

Staff support

Appropriate group leader support will help ensure a safe and enjoyable visit. We recommend that you bring at least one support staff for every 10 participants.

HEALTH AND SAFETY POLICY

The Royal Household is committed to the principle of ensuring the health, safety and welfare of the general public within the royal residences. Under the guidance of our Fire, Health and Safety Branch, an established policy sets out staff and management responsibilities for all areas of activity and for the conduct of risk assessments.

The following statements summarise the main provisions of this policy:

- All areas at Windsor Castle and Frogmore House open for visitor admissions have been assessed both for compliance with current Health and Safety requirements and with the provisions of the Equality Act (2010).
- Regular inspections by operational, maintenance, and health and safety staff ensure that high levels of safety and visitor service are maintained. Cleaning and maintenance staff are available at all times during public opening hours, together with supervisory staff under the direction of a Duty Manager.
- Emergency procedures are published for all public areas, and staff undertake regular fire and evacuation training. All wardens are in radio contact.

- Secure visitor access is achieved by screening all visitors and by the presence of the Royalty and Diplomatic Protection Branch of the Metropolitan Police Force.
 - Trained first aid staff are available throughout public opening hours, supported by a permanently staffed fire surveillance team who are able to provide strong first aid cover.
- **Risk Assessments**
The Royal Household has undertaken workplace risk assessments to cover all areas of operation, with a particular focus on visitor access and they are reviewed on a regular basis. These are available for viewing, but on account of the sensitive nature of the venue, we do not issue them to external organisations.
 - **On the Day**
 - Your groups will be met outside the Admission Centre at the top of Castle Hill.
 - AM visits arrival from 09:45, no later than 10:30
 - PM visits arrival from 14:00, no later than 14:45
 - Tickets will be distributed to each member of the group – maximum 20.
 - The group will pass through the Castle’s airport style security checks.
 - The group will be escorted to the learning spaces in Pug Yard.
 - Each member of the group will be given an orange lanyard for the duration of their visit – these must be returned before the group leaves.
 - **Visit schedule – AM**
 - Arrival at the Castle from 09:45
 - Arrival in to Pug Yard – hello & welcome
 - Guided precinct tour – staff permitting
 - Self-guided tour of the State Apartments and St George’s Chapel
 - Group may, if they wish, return to Pug Yard for lunch (not provided) and refreshments – tea, coffee and biscuits are provided.
 - Group must leave Pug Yard, with all their belongings by 1pm
 - Group may stay on-site at the Castle until close
 - **Visit schedule – PM**
 - Arrival at the Castle from 14:00
 - Arrival in to Pug Yard – hello & welcome
 - Tea, coffee and biscuits provided
 - Guided precinct tour – staff permitting
 - Self-guided tour of the State Apartments and St George’s Chapel
 - Group may, if they wish, return to Pug Yard.
 - Group must leave Pug Yard, with all their belongings by 4.30pm
 - Group may stay on-site at the Castle until close.

GUIDELINES FOR COMMUNITY VISITS TO WINDSOR CASTLE

In order that everyone has a safe and enjoyable visit to Windsor Castle, we ask that community groups follow these guidelines.

During the visit, group leaders are responsible for the safety and behaviour at all times and must stay with their group.

SAFETY

- Your group must follow instructions given by members of the Learning team, uniformed wardens and police officers in the Castle.
- Group members must be made aware that they need to give way to vehicles within the Castle walls and along the public highway between the Learning Centre and the Castle.
- If you suffer an accident or medical emergency while at the Castle, please contact a uniformed warden who will promptly call first-aid trained staff to help you.

GENERAL

- Large groups should be separated into smaller units to explore the Castle to ensure everyone has the opportunity to enjoy and learn from its unique atmosphere.
- No one may touch or get too close to any of the objects on display.
- The use of cameras and audio/video equipment is not permitted inside the Castle buildings or in St George's Chapel. The only exceptions are the learning spaces in Pug Yard.
- Mobile phones must be switched off in the State Apartments and in St George's Chapel. They should also be switched to silent mode during sessions.