



PRACTICAL INFORMATION FOR SCHOOL GROUP LEADERS

Please take a few moments to read the following information to assist with the smooth running of your visit.

Group leaders are responsible for their group at all times and must be adequately supervised while on site. Please ensure that all leaders in your group are familiar with the information that will be sent to you on your booking confirmation email which gives you the time slots for your tours and workshops. Most classes will be split into two for their guided tours. A group ratio of 1 adult to 10 children is the minimum safety requirement for groups of school age children.

ARRIVAL

The official coach drop-off point is located on Beaumont Street (OX1 2LW) near the Oxford Playhouse Theatre. Please allow approximately 10 minutes for your group to walk from Beaumont Street to Oxford Castle & Prison. Coach parking is available at Redbridge Park & Ride.

Please note that there is no car parking on site or on New Road unless your coach operator has a licence to drop off here otherwise you may be fined by Oxfordshire City Council.

On arrival, please make your way to our Gift Shop where you will be met by a member of the team and shown where to leave bags and coats.

Late arrivals – if you will be delayed by more than 10 minutes from your start time please call our team as soon as possible on 01865 260 663 as we may need to try and reschedule your tour slots.

TOILETS

Toilets, including a disabled access toilet, are available downstairs in The Key Learning Centre adjacent to the coats area and classroom. Please note that these toilets are accessible to the public.

LUNCH FACILITIES

Schools booking a tour and workshop will have free use of the lunchroom as part of their visit. Please leave the room as tidy as possible. Depending on the weather, groups can also choose to eat lunch on the steps located at the base of the mound.

FIRST AID BOXES

First Aid boxes are located inside The Key Learning Centre and in the Gift Shop at Oxford Castle & Prison.



FIRE PROCEDURE

In the event of a fire alarm your group should make their way to end of the Castleyard farthest from the entrance to Oxford Castle and Prison (from the tour) or onto Tidmarsh Lane (from The Key Learning Centre). Please advise your group to respond to the requests of site staff during the evacuation of the building. Please ensure your group remains calm and that you have a register available for all members of your group.

ACCESSIBILITY

St. George's Tower has 101 steps on a steep, narrow and winding staircase is and is not accessible by wheelchair. Any children who do not wish to ascend the tower may stay at the bottom of St. George's Tower with an adult and watch a video and re-join the tour after. The main entrance, Gift Shop, and The Key Learning Centre are all fully accessible.

Full [access information can be found on our website.](#)

PUBLIC ACCESS

Please be aware that the Castleyard in front of the entrance to Oxford Castle & Prison is publicly accessible. Groups should be adequately supervised when moving around the site. There may be members of the public visiting the site at the same time as your group.

CHANGES TO YOUR BOOKING & PAYMENT

If there are any changes to your booking (e.g. change in numbers of children) please email us with as much notice as possible at info@oxfordcastleandprison.co.uk so that we can amend your booking.

When making payment for your booking via BACs transfer please include your booking reference number and/or name of your school in the payment reference. Please send remittance to info@oxfordcastleandprison.co.uk