

Essential Information for your visit

This pack has been prepared to provide the Group Leader with all the information they will need to plan a successful trip to Hillsborough Castle & Gardens.

Please read it carefully. Complete and return the school agreement form in good time and share appropriate information with your accompanying adults and students where necessary.



Historic Royal Palaces

**Hillsborough Castle
and Gardens**

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Getting to Hillsborough Castle

Public Transport

Hillsborough Castle can be reached by public transport. Up to date public transport information can be obtained from www.translink.co.uk which also has a useful journey planner.

Train

Lisburn Station: 5 miles from Hillsborough Castle. Bus services available from Lisburn Bus Station. Number 38 bus to Banbridge.

Moira Station: 8 miles from Hillsborough Castle. Bus services available from Lisburn Bus Station.

Bus

There are regular bus services from central Belfast.

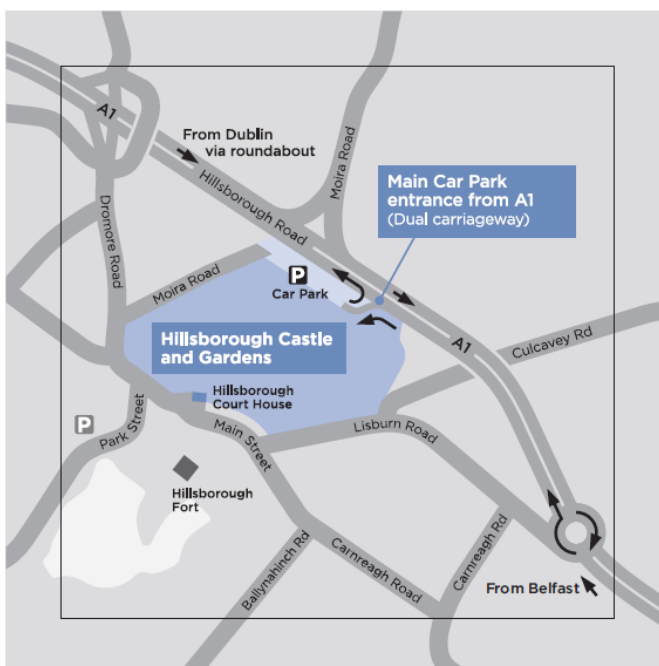
Number 238 bus to Newry from Belfast Europa Bus Station. Journey time, approximately 35 minutes,

Nearest bus stop: Hillsborough War Memorial

Coach Parking

Coaches should drop groups off at the upper site, behind Hillsborough Court House. Coaches will then have to leave and if requiring parking, park at the main coach park at the lower site.

Hillsborough Castle & Gardens Lower Visitor Centre
349 Hillsborough Road via A1 Access
Hillsborough
BT26 6GT



Accessible Parking

Groups who require accessible parking, or those who have booked a SEND session with us, should arrange parking in advance. There is limited parking available for SEND groups on the forecourt near the Clore Learning Centre. To arrange please contact the Site Facilitator on 07388227938

Running Late

Travel Delays

We understand that you may experience travel delays when travelling to Hillsborough Castle.

If you have booked a session and are going to be late it is essential that you contact the Schools Team on 07388227938 to provide an estimated time of arrival.

Sessions cannot continue beyond their scheduled time, and your call will help our staff to provide you with the most appropriate material for the remaining time within your session.

Due to other tours booked by schools and members of the public on the same day, please be aware that if you are between 15 and 30 minutes late you will receive a shortened session. Groups who are more than 30 minutes late will forfeit their session and access to the castle.

On Arrival

Register

On arrival, all group leaders must go to the Clore Learning Centre, which can be accessed from The Square or the Stable Yard. Please note there is limited space within the reception area of the Clore Learning Centre so all students must wait outside while the group leader registers their arrival with staff at the desk.

Collect wristbands – these are your tickets!

At the welcome desk all group leaders must collect admission wristbands for their group. You will receive the same number of wristbands as per your latest confirmation email.

The schools desk in the Clore Learning Centre is manned from 9:30 – 11:30, Monday – Friday. If you are planning to arrive outside of these times please let us know in advance so we can arrange an alternative collection point.

The wristbands are your ticket and should be worn at all times whilst at Hillsborough Castle, by both students and accompanying adults. Each school group who is visiting will have a different colour wristband. This will help your group be identified to the session facilitator, if applicable, and, in the event of emergency, will allow staff members to identify members of your group easily.

At the welcome desk in the Clore Learning Centre, the group leader will also be asked to provide:

- ❖ Their name
- ❖ Their mobile number whilst on-site

This information will be used to contact the group leader if any of your students are found in Hillsborough Castle unsupervised, or in the event of an emergency. Please keep your phone on at all times. Your contact details will be disposed of securely at the end of the day.

Bag Searches

Each member of your group will be required to have a bag search before they enter Hillsborough Castle & Gardens. Bag searches are necessary to ensure that all our visitors are protected whilst they are on-site. All searches are carried out by professionals trained to identify offending articles.

We ask that group leaders undertake the following guidelines to make the process as smooth and quick as possible:

- ❖ Arrive in plenty of time.
- ❖ Be patient – the process can take time.
- ❖ Ask all students to take the process seriously.
- ❖ Follow all instructions given by Security staff.

- ❖ Brief students not to bring things such as, scissors, compasses, metal cutlery or sharp metallic implements.
- ❖ Only bring what you need. If required for your session, our team will provide equipment such as clipboards, pencils & drawing materials.
- ❖ Prohibited items are weapons, fireworks, smoke bombs, pepper spray, any article that is illegal to possess under UK & NI law.

If you have booked a session

We ask that your group arrive at your allocated meeting point within Hillsborough Castle's grounds a few minutes before the start of your session. Please refer to your accompanying Teacher Notes for further details.

We recommend that you allow at least 20 minutes to arrive, proceed to the welcome desk at the Clore Learning Centre, through the bag search, leave lunches & coats and proceed to your session meeting point. If you are more than 15 minutes late, it will not be possible for your full session to take place.

What's included?

The schools session rate includes:

- ❖ A facilitated session led by an expert presenter. Sessions for primary schools will be delivered by a presenter in costume. If applicable, your session will also include access to Hillsborough Castle visitor route, via guided tour only.
- ❖ Access to Hillsborough Castle's gardens.
- ❖ Access to Hillsborough Court House.
- ❖ A booked lunch room for 30 minutes.
- ❖ Storage facilities for coats & bags.

The schools session rate does not include:

- ❖ The opportunity to conduct a self-guided tour of the castle.
- ❖ Or the chance to return to the castle once your session has finished.

Unforeseen Closures

As Hillsborough Castle is a working royal residence, we are on occasion, required to close at short notice. Should this occur, we will let you know as soon as possible. In the event of your visit being cancelled, we will endeavour to arrange a suitable alternative date.

At times, areas of the garden may be closed for maintenance or for health & safety reasons. Should this occur, and in the event that it will have a major impact on your visit, we'll inform you as soon as possible. Otherwise, please check the website for the most up to date information.

Should any areas be closed, staff and signage will be on hand to advise and assist on the day.

What to see and do

Official residence of the British Monarch in Northern Ireland, pivotal venue in the Northern Ireland peace process, Government House, and Georgian family home; Hillsborough Castle has a rich and interesting history. There is lots to explore in the house, grounds and wider village.

Please be aware that you can only access the house on a guided tour as part of a facilitated session, you cannot access the house on a self-guided visit.

The Gardens

Hillsborough Castle is a large (96 acre) and diverse landscape, with formal gardens, wooded areas, uneven terrain and steep slopes. There are several bodies of water onsite, with this in mind adequate supervision is vital at all times.

A map of the gardens will be provided on arrival.

The historic gardens, which were developed from the 1760s onwards, offer a wide range of habitats, from formal gardens, to woodland, to meadows. Keep an eye out for specimen trees and rare plants as you explore the grounds. A few highlights are explored below.

You might want to explore some or all of the following areas, depending on your particular area of interest:

The South Terrace: This area of the garden is one of the more recent additions and was designed to commemorate HM The Queen's Diamond Jubilee in 2012. The garden follows a traditional symmetrical design, with pathways linked by clipped border hedges.

Granville Garden: This beautiful rose garden was created during the 1940s & 1950s by Lady Rose Bowes-Lyon, aunt to HM Queen Elizabeth II, who was then living at Hillsborough Castle as her husband, Earl Granville, was Governor of Northern Ireland.

Yew Tree Walk: This path, leading to Lady Alice's pond, was originally the old road to Moira, which passed right past the windows of Hillsborough Castle, and into the Square. The road was moved during the 1800s and the buildings along its route relocated. It is named after the paired Irish Yew trees which line each side of the path.

Lady Alice's Temple & Pond: Lady Alice's Temple overlooks Lady Alice's pond and offers stunning views up Yew Tree walk and towards the house. The temple was a wedding gift to Lady Alice Hill, by her brother Arthur, the 5th Marquess of Downshire, in 1867.

Secretary of State Mo Mowlam enjoyed Hillsborough Castle's grounds and often retired to the temple with a book, as a respite from politics.

Quaker Burial Ground: Historically, the Quaker Meeting House was located along the old road to Moira. When the road was relocated, so was the Meeting House (which remains in the village today) and the burial ground enclosed within the

castle's grounds. A ceremony is held at the burial ground by local members of the Quaker community every year.

The Ice House: Built in the 1770s the ice house was the forerunner to modern refrigeration. Using water from a local source it enabled food to be stored for longer and improved the range of food which was cooked and served at Hillsborough Castle.

Walled Garden: The newly restored 18th century Walled Garden covers an area of 4 acres. Historically, it would have produced fruit, vegetables and cut flowers for the running of the house.

Why not visit and see what seasonal produce is being grown? Or pay a visit to the shell house at the top of the Walled Garden?

Stable yard: Originally the stable yard for the castle, housing horses and coaches, during the time the Governors were in residence it housed a range of cars. Today it is a café, shop and Clore Learning Centre.

Other areas you may wish to visit include: the pinetum, Moss Walk, pineapple yard, Greek Temple, and cromlyn.

The Court House

Wills Hill, first Marquess of Downshire designed and built the Court House. It was originally a Georgian market house, or tholsel, built before 1765, where linen was bought and sold. Tholsel is an old Gaelic word and has Norse roots, meaning toll house. It was also the place where tenants would come to pay their rents.

From 1810, the building was extended and used as a Court House and continued to be used at a petty sessions court until 1986. You can go inside the Court House and read a bit more information about the legal system, should you wish.

Hillsborough Fort

Peter Hill completed the fort, built on an earlier site of the Magennis stronghold, in approximately 1630. It was rebuilt by Arthur Hill by 1650, the first having been destroyed in the rebellion of 1641.

Charles II made Colonel Arthur Hill, Hereditary Constable, which allowed him to have a private militia of 20, armed men. The current Lord Downshire remains Hereditary Constable of the Fort Warders (of which there is only 1 - the bugler!) and it remains one of only two legal, private, militia in the United Kingdom.

In the mid-18th century, Wills Hill restored the, then, dilapidated fort and turned the grounds into a pleasure garden where many celebrations were held. In 1758, Mrs. Delaney visited and reported, "the enclosed courtyard of the fort was a bowling green, the ramparts were flower beds and there was even a menagerie".

The Village

St. Malachy's Church

The church is a fine example of Gothic Revival architecture and was built by the First Marquess of Downshire between 1760 & 1774.

Note the birdbath marking the grave of the composer Hamilton Harty, outside the church. This sculpture was designed by Rosamund Praeger.

Inside the church porch, you will see several plaques commemorating the Hill family, many of whom are buried in the family vault underneath the church. Inside the church, note the pulpit, which was designed by Wills Hill. The east window was taken from a design by Sir Joshua Reynolds and created by Francis Egington. His work is also in St. George's Chapel, Windsor, Salisbury Cathedral and Merton & Magdalen Colleges in Oxford.

The organ is by Johann Snetzler, one of the most renowned organ builders of the 18th century. The organ cost Wills Hill £400 in 1772, today, approximately £35,000.

At the end of the drive leading away from the church back into the village the two small buildings on the right and left hand side were also built by Wills Hill. These were originally school houses, one for boys and one for girls.

Downshire Monument

There is a statue to the Fourth Marquess at the bottom of the drive leading away from St. Malachy's Church. Also known as the 'big Marquess', this statue, created by Samuel Lunn in 1868, was erected in gratitude for the aid the Marquess gave to his tenants during the famine. He gave £20,000 for famine relief efforts, which is approximately £500,000 today. He also opened a hospital.

A short distance outside Hillsborough village is the Downshire Monument, erected to the third Marquess.

Forest Park

There is a large lake and forest park nearby which can be accessed from the fort, or from the Dromore Road via Park Street. As well as offering opportunities for walking and bird watching, the site is also renowned as the location for the first flight in the British Isles, which took place at the end of 1909, by Harry Ferguson, who built and flew his own plane. There is a plaque commemorating this feat in the park.

What we expect from you

As well as being an award winning visitor attraction, Hillsborough Castle is a working Royal residence and home of the Secretary of State while in Northern Ireland. Taken together, all these factors create an environment that is very different to that of a school.

We find it helpful for all group leaders to know our expectations of student behaviour while visiting Hillsborough Castle. It also helps our staff to know how best to help you during your visit and ensures that all visitors to Hillsborough Castle have an enjoyable day on site.

Please share the following information with all accompanying adults to help them feel confident about leading a group while they are visiting. You may also want to discuss certain issues related to your visit with your students prior to the day of your visit.

Your students must be supervised at all times

You are responsible for the health and safety of your students at all times during your visit to Hillsborough Castle, whether on a self-guided visit of the gardens, participating in a session, in a shop, during lunch, in the gardens, or at any other location around Hillsborough Castle.

We interpret supervision to mean that accompanying adults will remain in the physical presence of the group of students for which they are responsible at all times. No student should be allowed to move around Hillsborough Castle without an adult accompanying them. This includes students engaged in worksheet activities.

Your group will need a minimum of one accompanying adult per 15 students aged 16 years plus, one accompanying adult per 10 students aged 7-15 years, and one accompanying adult per 5 children aged 0-6 years. We retain the right to refuse entry to groups without a sufficient number of accompanying adults.

Please be sure to divide your students into smaller groups and assign a designated adult to be responsible for each group, throughout your visit.

By following these guidelines, you will help all school groups and general visitors to have an enjoyable visit, and will assist staff to provide a better customer service experience for everyone.

What will happen if my student/s is/are separated from their accompanying adult?

The combination of enthusiastic young learners and a busy visitor site may result in students becoming separated from their accompanying adult.

If a student, or students, have strayed from their assigned adult, please approach a member of staff who will be able to help you. They will need to know a

description of the student/s concerned, the name of your school/college and the colour of your admission wristband, to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, and their adult cannot easily be found, they will ask your student/s to accompany them to an easily accessible location on the route. Your student/s will be asked to provide their name/s, the name of their school, and their group leaders.

Our staff will then use the details you supplied on entry to contact you, providing details of where you can meet your student/s. Please keep your mobile on and check it regularly, remembering that the number used to contact you will not show up in your contacts.

Inappropriate behaviour

HRP welcomes thousands of school visitors a year, and the majority of these pass without incident. However, a small number of incidents do occur with school groups, which could spoil your visit, and the visit of other groups. Most inappropriate behaviour has occurred when students have been left unsupervised, which is why we insist that students are supervised at all times during your visit.

Inappropriate behaviour includes, but is not limited to:

- ❖ Touching furniture & objects in the house that are forbidden, after a previous warning.
- ❖ Fighting.
- ❖ Damaging flora & fauna in the gardens.
- ❖ Throwing pebbles/sticks etc. in the gardens after a previous warning.
- ❖ Playing ball games in areas where it is forbidden.
- ❖ Straying into secure areas off the visitor route after a previous warning.
- ❖ Running around the visitor route after a previous warning.
- ❖ Shoplifting.
- ❖ Heckling staff members.
- ❖ Littering.
- ❖ Taking photographs in areas where it is forbidden.
- ❖ Smoking.
- ❖ Any actions that have a detrimental effect on any other visitor's enjoyment of Hillsborough Castle.

If an incident occurs, then a member of staff, typically an Explainer, Warden or Gardener, will isolate the student/s involved, and if the accompanying adults are not present, will contact the group leader using the information provided on entry to meet their unsupervised students.

Our staff members are instructed to leave all disciplinary matters related to such events, to the group leader. However, our staff can exclude students if they feel their behaviour is having a detrimental effect on other visitors' enjoyment of

Hillsborough Castle. If this occurs, a member of staff, will contact you with further details using the contact information provided at point of entry.

Terms & Conditions

Once your visit is booked, it is fully subject to the following terms & conditions.

As the person making the booking, it is your responsibility to ensure that your finance team have received the invoice, and that it is paid on time in accordance with the payment terms.

In the unlikely event that your invoice is not paid by the payment due date, we will contact you 42 days (6 weeks) prior to your visit date to organise immediate payment of the outstanding balance.

Your deadline for cancelling or amending your booking is 42 days (6 weeks) prior to your visit date. If you need to make any amendments to your booking, or need to cancel for any reason, you must let us know in writing before this date. If you inform us of a cancellation after this date you will still be charged for your visit as per your latest invoice and will not be refunded for any payment that has been made.

If you need to add extra students or adults please let us know before your amendment deadline date, as mentioned above. You may be charged the general group admission rate for any additions made after this date.

If you need to reduce the number of people on your booking you must let us know prior to your 6 week amendment deadline. If you let us know after this deadline you will still be charged for the full invoice as per the numbers you originally provided us with.

Students must be supervised at all times as per our supervision ratios. You are responsible for ensuring that all adults in your group are aware of the supervision requirements. Please refer to our Essential Information packs for more information.

Our staff reserve the right to refuse entry to groups who do not meet these ratios, with no possibility of a refund.

- ❖ Key Stage 1 = 1:5 (ages 4 - 7)
- ❖ Key Stage 2, 3 & 4 = 1:10 (ages 7 - 15)
- ❖ Key Stage 5 and up = 1:15 (16 +)

If you are late on the day of your visit, you must call us on 07388227938 to confirm your estimated time or arrival. We will then discuss your options with you.

If you have booked a session: Due to the number of sessions that presenters deliver during the day please be aware that if you are between 15 and 30 minutes late you will receive a shortened session. Groups who are more than 30 minutes late will forfeit their session.

Please note we cannot give refunds for late cancellations or non-arrivals.

Refunds and Cancellations

If we have to cancel or postpone your visit: As Hillsborough Castle is a working royal residence, we are on occasion, required to close at short notice. Should this

occur, we will let you know as soon as possible. In the event of your visit being cancelled, we will endeavour to arrange a suitable alternative date. Please contact us directly to discuss alternative arrangements.

We regret that no refunds can be given for cancellations, or for amendments made less than six weeks in advance of your visit. This includes non-arrivals on the day.

Facilities

Toilets

Groups should use the main toilets in the Clore Learning Centre (if you have booked a facilitated session) or the toilet block in the gardens, near the greenhouse, if you are on a self-guided, gardens only visit.

If you are at the lower site, near the car park, please use the toilets located there, in the Pineapple Yard.

Accessible toilets are situated in all of these spaces.

Lunch Rooms

Unfortunately, we are unable to offer all visitors a lunch room. If you have booked a session with us a lunch room will be made available to you for a timed lunch slot. If you have not been assigned a lunch room (self-guided gardens only groups), you are welcome to picnic in the gardens, but please do not leave any litter.

Please note that school groups are not able to use the restaurant in the Weston Pavilion, or the Stable Yard café, as these chairs and tables are reserved for visitors purchasing food & drink there.

Bags

For self-guided gardens groups, there are no cloakroom facilities available at Hillsborough Castle, so all coats, bags & lunches will have to remain with your group throughout the visit.

Shopping

We recommend that school groups use the shop in the Stable Yard or the shop at the lower site when on the way to their coaches at the end of their visit. More appropriate merchandise for schools is in the shop at the lower visitor site, near the car park.

It is recommended that you divide into smaller groups, of no more than 10, in order to visit the shops. Should the shop be busy, and you attempt to visit in a group larger than this, shop staff retain the right to ask you to divide into smaller groups.

Please make sure students are aware that shoplifting will not be tolerated and could result in your group being removed from the site.

Accessibility

Additional needs

Please let us know as soon as possible if any of your students have special educational needs and/or health and mobility difficulties. We can be contacted on 07388227938 or hillsboroughlearning@hrp.org.uk . We will make arrangements to maximise their enjoyment of their day, for example, by providing free places for additional helpers or tailoring a resource to their needs.

Wheelchair access

The State Rooms in the house are accessible to all. Please be advised that due to the natural terrain in the gardens, some of the paths are unsuitable for wheelchair users and those with restricted mobility.

The Clore Learning Centre is situated upstairs in the Stable Yard and is accessible via a lift.

We recommend that visitors bring their own wheelchairs.

Toilets

Fully accessible toilets are located in the house, gardens toilet block, near the greenhouse and Pineapple Yard.

Visitors on the autism spectrum

The site can get busy and unusual spaces can be overwhelming for many. In order to help prepare for your visit, you will find a selection of images which will show the key places & spaces you will encounter on a typical visit on our website. We can email you a version if you email your request to hillsboroughlearning@hrp.org.uk .

Lunch rooms

If you have booked a session with us and been assigned a lunch room, please be aware that this will be in the Clore Learning Centre, located above the Stable Yard café & shop, this is fully accessible via a lift.

Sessions

If you have booked a session and someone in your group has additional access requirements please let us know in advance by calling 07388227938 Many of the sessions are route based and move throughout the State Rooms at Hillsborough Castle, or around the site. If we know in advance, we can make adaptations to the

sessions and/or route if required. A lift is available for all sessions taking place in the Clore Learning centre.

To obtain a copy of the Access Guide, please download a copy from our website.

Further Information

Teacher resources

Please see our website for further teacher resources. If you have booked a session, you will find your teacher notes for your session on our website. We have included direct links to all resources on your emailed booking confirmation.

Our staff

Members of staff are here to help you and will be pleased to answer your questions, including any queries you may have about the history of Hillsborough Castle. Please treat our staff with courtesy and professional respect, remembering that they are responsible for ensuring a good experience for all our visitors.

Objects in the house

If you have booked a facilitated session that takes place in the house, you will see a wonderful collection of historic furniture, objects and art. There are no ropes or barriers in the house, as we strongly feel that this detracts from the visitor experience and has a negative impact on the stories we wish to tell and the atmosphere we want all our visitors to enjoy.

With this in mind, please remember that you cannot touch any objects, or sit on any furniture in any of the rooms, unless your session facilitator, or an Explainer explicitly invites you to.

The difference between costume and uniforms

Students may have difficulty discerning the difference between costumes & uniforms, and given that you may see both at Hillsborough Castle, you may find the following useful.

Costume

If you have booked a session, your presenter may be wearing a costume from the Georgian or Victorian period. Live interpretation sometimes occurs on-site and normally takes place in period appropriate costume. Typically, all of these presenters are actors, who wear the costume as part of their work.

We encourage visitors to interact with these presenters, where appropriate, and ask them questions about their costume and character.

Uniforms

Members of the Warden Team & Explainer Team wear branded Hillsborough Castle & Gardens uniform as part of their job. You will see these people throughout your visit and should you have any questions they will be happy to help you.

Secure areas

As well as being a heritage site, Hillsborough Castle is also a working royal and political residence. As a result certain areas in the house and grounds will remain off limits to visitors. We ask that you stay on the visitor route and respect any directional signage regarding access.

Please also follow any instructions given by the Warden & Security teams and any other members of HRP staff.

Smoking

Smoking is not permitted in any area on-site at Hillsborough Castle. We do not want a repeat of the devastating 1934 fire!

Photography & Filming

Visitors are welcome to take photographs in most areas within the State Rooms at Hillsborough Castle and in the grounds. Photographic equipment (such as tripods & selfie sticks) are not allowed within the buildings. We ask that you take only general room shots within the State Rooms and not close-ups of specific areas of artwork or the collection.

Historic Royal Palaces is a safeguarding aware organisation and takes its responsibility to protect children and vulnerable people seriously. We may sometimes ask therefore that visitors refrain from filming or photographing other visitors. If you have concerns about photography of your group, please speak to a member of staff.

Eating & Drinking

Please do not eat or drink in the house or any of the historic buildings.

Security Information

The safety and security of Historic Royal Palaces' staff and visitors is always of the utmost importance.

As with many public venues Historic Royal Palaces uses a range of security measures to help minimise the possibility of terrorist, or other criminal activity taking place, and these measures also include procedures to deal with incidents should they actually happen.

Security reviews

The security in place across our estate is subject to continuous review, and we are assisted in that task by the Police Service of Northern Ireland, Metropolitan Police Service and the National Counter Terrorism Security Office.

Our Security team receive regular briefings from the police and security services and are in regular contact with a number of agencies who are able to provide advice and guidance about how we can enhance our security.

Our staff are regularly briefed on security matters.

Security procedures

Historic Royal Palaces reserves the right to conduct bag searches as a 'condition of entry' to all its sites. As a result, it would be helpful if the carriage of bags could be kept to a minimum, with only small bags being carried when necessary.

In the unlikely event that an incident should occur, it may be necessary to close, or evacuate, part, or all, of a site. If this occurs, you may be directed by staff to leave by certain routes, or prevented from leaving via certain routes, or from leaving the site entirely, if it is considered to be in your best interests.

Further information

While we work hard to protect everybody who visits or works at Historic Royal Palaces, we are acutely aware that the measures we have in place can only help to mitigate against the likelihood of an attack, rather than completely remove the threat.

The UK Government and Security Services have created a range of information material, including short videos, publicising their public advice to, "Run, Hide, Tell" in the event of a firearms or weapons attack. The following link <https://www.youtube.com/channel/UC7MzQwBCMi4o3b2wZXbx0Ew> will take you to one of the "Run, Hide, Tell" videos, and if you, or anyone in your party have not already seen the film, we would highly recommend it to you.

Health & Safety Information

We carry out risk assessments on all of our activities and we have assessed the risks associated with visiting Hillsborough Castle as very low but please remember the site is open to public and consider this when planning your visit.

Supervision

Your students must be supervised at all times. We interpret supervision to mean that at all times accompanying adults will remain in the physical presence of the group of students for which they are responsible. No students should be allowed to move around Hillsborough Castle & Gardens without an adult with them. This includes when students are completing worksheets or other activities.

Your group will need a minimum of one accompanying adult per fifteen students aged 16 years plus, one accompanying adult per ten students aged 7-15 years and one adult per five children aged 0-6 years. **We retain the right to refuse entry to groups without a sufficient number of accompanying adults.**

Please be sure to break your students into smaller groups when entering busy areas, particularly the shops on-site.

Lost children

If a student/s has strayed from their assigned adult please approach a member of staff as soon as you notice and they will be able to help you. They will need to know a description of the student/s concerned, the name of your school and the colour of your admission wristband to help locate them.

If student/s have strayed from their accompanying adult and are found by a staff member, we will use the contact details you supplied on entry to contact you, providing details of where you can meet the student/s. Please keep your mobile on and check it regularly.

Equipment

Any equipment supplied by Historic Royal Palaces has been risk assessed and is deemed to represent a very low risk of an accident occurring. Individuals are responsible for any equipment which they bring into Hillsborough Castle & Gardens. At the beginning of any session, a member of staff from Historic Royal Palaces may issue instructions. It is important that the group leader/all accompanying adults listen to and follow these instructions.

Clothing

Please make sure that your group is suitably dressed for the day's activities. Parts of your visit will take place outside, or in spaces where there is little or no heating.

Please make sure that your group is wearing suitable footwear and is equipped with wet weather clothes and/or protection from the sun.

Insurance

Historic Royal Palaces has Public Liability insurance. Details can be provided on request.

Accidents/First Aid

If there is an accident, or near accident, during your visit, please find the nearest member of staff who will be able to help you. First aid is always available and a record will be made of any accident that occurs.

In case of evacuation

Please respond to the directions given by our members of staff.

Safeguarding children, young people & vulnerable adults

Our aim is to help everyone explore the stories of how monarchs and people have shaped society, in some of the greatest palaces ever built. This welcome to everyone includes children, young people and vulnerable adults. We want their experience of engaging with our palaces and their stories to be meaningful, enjoyable and safe. Our full safeguarding policies and procedures are available under <https://www.hrp.org.uk/about-us/policies/safeguarding-policies-and-procedures/>

Reporting: If a safeguarding incident occurs while you are on-site please report this immediately to a member of HRP staff.

Possible Risks & Hazards

Hazards	Controls
Slip, trips and falls whilst walking over uneven ground within the castle and grounds, e.g. flagstones, cobbles, carpets.	Adequate supervision of group by responsible adults. Wear sensible shoes and walk at a reasonable pace. Avoid running on historic surfaces. First aid is available onsite.
Slips, trips and falls whilst walking up or down steps which may be smooth, uneven, unevenly spaced or visually difficult to see.	Adequate supervision of group by responsible adults. Provision of edge protection where appropriate. First aid is available onsite.
Trapping fingers in doors, e.g. toilet cubicle door, entry and exit doors to State Rooms.	Adequate supervision of group by responsible adults. First aid is available onsite.
Fall from height, e.g. climbing trees.	Adequate supervision of group by responsible adults. First aid available onsite.
Drowning in water-containing features, for example Lady Alice's Pond, river, Main Lake and Walled garden water feature.	Hazard warning signs in place and marked as warning on all garden maps and garden map signage. Presence of life throws where appropriate. Adequate supervision of group by responsible adults.
Contact with work equipment.	Adequate supervision of group by responsible adults. Keys not left in mobile equipment. Tools not left unattended. Unauthorised areas locked shut and well signposted.
Burns from touching hot surfaces, e.g. light bulbs.	Adequate supervision of group by responsible adults. Explainers in State Rooms & session facilitator to oversee activity. First aid available onsite.
Health issues from animal faeces around the grounds.	Adequate supervision of group by responsible adults. Washroom facilities provided. Wash hands prior to eating.
Health issues from stings from bees/wasps in the gardens.	Adequate supervision of group by responsible adults. Groups advised to stay on paths. First aid available onsite.
Vehicle and pedestrian shared space with risk of collision inside castle grounds.	Adequate supervision of group by responsible adults. Wardens present to enforce safe speed limits in forecourt. Effective traffic management plan in place
Trips/slips when boarding or disembarking people mover and whilst journeying	Adequate supervision of group by responsible adults. Adequate brief and supervision by people mover driver.
Collision with motor vehicles and cyclists on main road outside castle & forecourt area.	Adequate supervision of group by responsible adults. Wardens present

	to enforce safe speed limits in forecourt.
Injuries from participation in planned education activities, events, workshops.	Risk assessment of activity, event or workshop carried out by HRP staff. Introductory talk at the start of presenter led activity.

School Agreement Form

Please complete this form and return it by email (see below for details) to the Schools Team in advance of your visit.

Name of school:

Date of visit:

Name of group leader:

Booking reference number:

I, the undersigned, having capacity to sign on behalf of the visiting school, accept the following two clauses:

1. I have read, understood and agree with the information and conditions given within the “Essential Information for your visit” information pack.
2. The visiting group/school has the appropriate insurance to cover their visit to Hillsborough Castle & Gardens.

Signature:

Date:

Print name:

Position in school:

To find out more about how we collect and use personal data, please see Historic Royal Palaces [Privacy Policy](#).

Please return this form in advance of your visit, by email to:

hillsboroughlearning@hrp.org.uk

A Checklist for Teachers

Before your visit, please work through the checklist below, to ensure that everything is ready for your visit to Hillsborough Castle & Gardens.

- ❖ Carefully plan your journey to Hillsborough Castle, allowing extra time for travel delays, drop-off and parking (if applicable).
- ❖ Read the Essential information pack and Teacher Notes for your session (if applicable).
- ❖ Conduct a preliminary visit using your complementary voucher for two teachers, at the bottom of your booking confirmation email. This will help you to plan a timetable for your visit and ensure you are familiar with the site before coming with your group.
- ❖ Do a risk assessment for the visit. We have listed some possible risks & hazards in the Essential Information pack to assist you with this.
- ❖ Sign and return the School Agreement form in the Essential Information pack.
- ❖ Ensure you are bringing the right number of adults to fulfil our ratios.
- ❖ Inform us of any change to your group numbers, this will ensure we have the right number of admission wristbands ready for your arrival.
- ❖ Tell us about any accessibility issues so we accommodate them as much as possible.
- ❖ Remind the group to wear appropriate clothes and footwear, as part of the visit will take place outside, especially if you intend to visit the gardens.
- ❖ Ensure that all accompanying adults have a printed out map of the site, a timetable for the day and any directions they need to the session meeting points or lunchroom (if applicable).
- ❖ Share your emergency contact numbers with all accompanying adults.
- ❖ In the days before your visit, check Historic Royal Palaces' website for news of any last minute closures.
- ❖ Have your contact number ready to share with a member of staff upon registration at the welcome desk on arrival.
- ❖ Make sure you have the telephone number to call if you are running late on the day of your visit (07388227938).

Site Map

Explore Hillsborough Castle and Gardens

Encounter fascinating stories and moments of discovery around every corner

Copyright All Creative Features / Castle Illustration by Mark O'Neil / Map Illustration by John Lee

What to see inside the gardens

- 1 Hillsborough Castle entrance
- 2 Granville Garden
- 3 Yew Tree Walk
- 4 Willow House
- 5 Friends Burial Ground
- 6 Lost Garden
- 7 Lady Alice's Temple
- 8 The Gardens' Summer House
- 9 Glen
- 10 Moss Walk
- 11 Walled Garden
- 12 Hydro House
- 13 Pinetum
- 14 The Ice House
- 15 Lake

In the town

- 16 Hillsborough Court House
- 17 Hillsborough Fort

Where to find

- Tollens
- Baby change
- Changing
- Places toilet
- Step-free route
- Mobility
- Buggy Park and lockers
- Transport stop
- First aid
- Car Park

For your safety

Please take care when visiting the gardens. There is danger of deep open water, steps and steep drops (especially near the Lake and by Lady Alice's pond). **Children must be supervised at all times.**

Accessibility

Due to the natural terrain of the gardens, the majority of paths are unsuitable for wheelchair users and those with restricted mobility. Some paths have uneven steps and slopes which may become slippery in wet weather. Please ask a member of staff for more information or our Access guide.

Step-free routes

The main step-free route runs from the Walled Garden to the Castle entrance and is marked on the map in orange. Other step-free routes and ramps are provided across the site.

Mobility transport

A transport service operates on days when the Castle is open. Assistance to get from the lower entrance to the castle. Transport stops are marked on the map.

For your safety and security CCTV is in use on site. Call 028 9268 1300 for more information.

How far to walk?

0 50 100 150 200m

3 mins