

# Home Educator Booking Guidelines

These guidelines have been written to help you complete our booking request form. We will only make a booking for your group to visit Hampton Court Palace or the Tower of London if a form has been filled out correctly and emailed to us.

By filling in a form, you will be making a request for a confirmed booking to be made for your group at the subsidised education rate. We do not make provisional bookings.

All subsidised admissions must be booked in advance, we recommend booking at least two months in advance as payment is due six weeks before visiting. Please note this rate is only available Wednesday – Friday UK term time. Please visit the Home Educator planning pages on our website for more information: [Hampton Court Palace](#) or [Tower of London](#).

- **Lead adult details.** Please make sure that this section is completed in full so that you are invoiced correctly. The details provided in this section will be used on the invoice. As the lead adult you are taking responsibility for the booking and will be the person invoiced.
- **Please provide a 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice date of visit.** Please note that if your first-choice date is not available our bookings team will automatically move on to your second-choice date.
- **Preferred entry time.** In order to best manage social distancing on our sites we have introduced thirty-minute time slots for entry. The available time slots for education groups to choose from are as follows: 10:45, 11:15, 11:45, 12:15, 12:45 and 13:15. We ask that you arrive 15 minutes prior to your allocated entry slot to allow time to register at the Schools Desk. We can accommodate up to 105 children per entry slot.
- **Number of children.** Please indicate the total number of children you will be bringing as well as their ages. If a group is a mixture of ages please provide a breakdown for us.
- **Number of adults.** Please put down the total number of adults you are bringing. We offer each family group one adult free of charge. Please provide details of the number of individual families that will make up your overall group. Additional adults will be charged at the standard group rate.

Whilst onsite **all children booked at the subsidised rate must supervised.** Please ensure you have the correct number of adults to meet the below requirements. Each adult within this ratio will be free of charge:

A minimum adult to student ratio is required as follows:

- Early Years Foundation Stage = 1:4 (free adult spaces available up to 1:2)
- Key Stage 1 (age 4-7) = 1:5
- Key Stage 2, 3 & 4 (age 7-15) = 1:10
- Key Stage 5 and up (age 16+) = 1:15
- SEND groups can determine their own ratios.

- **SEND/1.1 details.** If you are bringing any children who require 1:1 support, please indicate this in the relevant boxes. Please also ensure that you include details of any SEND requirements, as this is useful for us to know in advance of your visit.
- **Submitting your form.** We advise that you read our [terms and conditions](#) before you send us your completed booking request form, as these apply to Home Educators and school groups. The team will work through booking request forms on a first-come, first-served basis, so please ensure that the form is completed in full, as incomplete forms will be returned to you for further clarification and this could delay your booking.

**Once a booking is made for you we will send you a booking confirmation email with invoice and further visit information attached. Please note that when your booking has been confirmed by our team you have until 6 weeks (42 days) prior to your visit date to make any necessary payments.**

**Email addresses for bookings / enquiries:**

Tower of London: [towerlearning@hrp.org.uk](mailto:towerlearning@hrp.org.uk)

Hampton Court Palace: [hamptoncourtlearning@hrp.org.uk](mailto:hamptoncourtlearning@hrp.org.uk)