

# All you need to know about visiting Chatsworth

Here you can find all you need to plan every aspect of your visit. If you would like to discuss any of your requirements, please contact the Learning team on **01246 565341** or the Bookings team on **01246 565430**.

## 1. Booking

To arrange your visit please contact the Bookings office on **01246 565430** or **visit@chatsworth.org** so we can check availability. Due to the demand for our guides we ask that staffed led sessions are booked at least three weeks in advance of your visit.

## 2. Self-guided learning

Please visit our website at **www.chatsworth.org/learning** for new and exciting learning resources available to download before your visit. On the day our friendly Chatsworth staff are always available to help you. Please note that for your group to get the most from their visit to the House we recommend splitting larger groups and staggering their entry.

## 3. Timing your day

The House and Garden open at 11am for most of the year. During the summer months there are seasonal opening hours when they may open earlier. Please check our website for more details. If you are booking a guided tour of the House we can offer these from 10am. The Farmyard and Adventure playground open at 10.30am.

We recommend you allow a full day to explore Chatsworth, giving you enough time to visit the House, Garden and Farmyard. If you have booked a guided tour or activity, please allow time to collect tickets, go to the toilet and put bags in lockers before the start of the session. We can help plan an itinerary to meet the requirements of your group.

## 4. Health and safety

Group leaders are responsible for first aid and safe behaviour of their group. Each group should bring a first aid kit and have an identified person who is responsible for group safety and first aid. Chatsworth has a fully qualified first aid team onsite and they are contactable by all staff in case of emergency.

## 5. Free pre-visit and risk assessments

Group leaders are encouraged to take advantage of a free pre-visit to the House, Garden, Farmyard or park prior to their group visit, to get to know the setting and conduct a site risk assessment. Please arrange your visit through the bookings office. Risk assessment guidance is available from the Learning pages of our website.

## 6. Bags

Visitors are allowed to take small bags into the House. However, we recommend that larger bags, rucksacks and lunchboxes are left on the coach or stored in our secure schools lockers near the North Gate. Please ask a member of staff to assist you.

## **7. Toilets**

There are no toilets in the House, so please make use of those near the main entrance or at the exit of the House. In the Farmyard, toilets can be found at the entrance and at the Adventure playground.

## **8. Lunch**

You are welcome to picnic in the garden (subject to the garden admission charges), where you can choose a spot on the grass or use one of our covered areas. Details can be found in the welcome leaflet on arrival. The Farmyard has a picnic room available on a first come first served basis (subject to Farmyard admission charges). There are food to go outlets at the House entrance and in the Garden, farmyard, and Stables that sell a selection of hot and cold snacks.

## **9. Shopping**

Gift shops in the House, Garden, Farmyard and Stables welcome school pupils and sell a variety of pocket money items.

## **10. Photography**

Photography is welcome throughout Chatsworth, including inside the House. Photographs taken must be for personal and non-commercial use. Please note, selfie sticks and tripods are not permitted in the House.

## **11. Coaches and minibuses**

Parking is free for pre-booked coaches and minibuses. Coach drivers are provided with a generous refreshments voucher and access to a rest room. Coach drivers are welcome to visit the House and Garden free of charge.