



ROCKINGHAM CASTLE

Group Booking Information 2012

Thank you for requesting a group visit information pack for Rockingham Castle. Group bookings and coach parties are particularly welcome visitors. We know only too well that these outings do not just happen. Behind every visit is an organiser and it can be a difficult and delicate operation for that person.

These notes are designed to make the organiser's life easier, help us give of our best and to enable your party to have the best possible visit to Rockingham Castle. If, at the end of your visit, you feel there are areas in which we can improve our service please do not hesitate to let us know.

Dates and Times

Groups & parties are welcome throughout the year. Due to the popularity of the Castle for weddings we are unable to take bookings on Friday's or Saturday's. Guided tours are not available when the Castle is open to day visitors; however, on all other days tours are guided.

Whenever you choose to come please make sure you are pre-booked. It is extremely difficult to look after a party which arrives without warning, particularly if catering is involved. As soon as you have decided upon the date of your visit please telephone the office to confirm availability. Your provisional booking will be held for one month, subject to confirmation, when you return your completed booking form.

Group Admission Rates

Guided Tours.

Admission charges for a private guided tour of the Castle: - Adults £10 & Children £4.75.

Parties of less than 20 are welcome but there is a minimum charge of £200 in 2012. Group rates do not apply on Bank Holidays or when events are taking place in the grounds.

Open Days.

Admission charges for a free flow visit on one of our open days: - Adults £8 & Children £4.75.

Parties of less than 20 are welcome but there is a minimum charge of £160 in 2012. We regret that group rates are not available on Bank Holidays or when events are taking place in the grounds.

Tour Details

To qualify as a group, parties must consist of 20 visitors or more and there is no upper limit. Parties visiting on days we are open tour the Castle in their own time on a free flow basis, however there are Guides in each of the principle rooms. Parties booking a private guided tour on our non-open days will be taken round by Guides, all of whom are trained, knowledgeable and welcome questions. The tour normally takes about 1¼ hours.

Parking

On arrival at the Castle please ask the driver to stop outside the 'towers' to drop you off. **However, please remain on the coach to enable a member of the Castle staff to welcome you and give you a short orientating presentation.** A Coach park, which will be pointed out to you, is situated just below the Castle.

Castle Gift Shop

Do allow some time to take a look at our acclaimed Gift Shop, offering gifts for all ages along with a range of Rockingham Castle souvenirs.

Gardens

Gardens tours are conducted throughout the year and can be organised in conjunction with a visit to the Castle (you are of course welcome to walk around the grounds following a Castle visit without a tour). Tours are normally conducted by the Head Gardener, Richard Stribley, who has been at Rockingham for 22 years. It is important that you are equipped for the garden tour, stout shoes are suggested. The formal garden is easy going underfoot. The Wild Garden is set in a valley with grass paths where the going is more demanding; there is regular seating throughout the gardens.

Catering

We have an excellent licensed restaurant, Walker's House, where we offer a range of options, as set out in the booking pack. Please select what you would like and complete the form; this menu is only available in conjunction with a private guided tour. On our open days you are welcome enjoy Walkers House along with our day visitors from a seasonally changing tearoom menu offering light lunches, tea & cake etc. If you are booking a private guided tour, please be aware that Walkers House will only be open if catering is booked in advance.

Booking and Payment

At the time of making an enquiry, whether by telephone, letter or in person, you will be sent a Group Booking Pack which contains all the information to help you plan the visit. These notes form part of that pack. Please telephone the office to check that the time you wish to visit is available. There is also a booking form which can be completed on line at www.rockinghamcastle.com It is essential that you complete and return this as soon as possible to confirm your visit, even if you have made a verbal booking.

When you send in your booking form please enclose a non-refundable deposit of £20 for every 20 persons, or parts thereof. This will be deducted from your total entrance fee on arrival. Organisers must arrange for the balance of entrance fees and booked meals to be paid by cheque or cash on arrival, and not individually. All meals booked must be paid for. Please make cheques payable to: **Rockingham Castle Estates.**

Fine tuning for numbers and other details, particularly where catering is concerned, can be taken care of nearer the date, by telephone, fax or e-mail. We must have your final numbers no less than seven working days before your visit, especially when catering is involved. You will be expected to pay the entrance fee & catering for the total number booked. Obviously we try to make exception for illness or other unavoidable mishaps.

Trish Griffiths is in charge of bookings and can be contacted on 01536 770240 during normal working hours. If you have any queries, no matter how small, please do not hesitate to contact her.



Andrew Norman
Operations Manager