

## Information for Group Bookings at the Weald & Downland Living Museum

The Weald & Downland Living Museum – a hidden gem in the South East, quintessentially British in a picture perfect setting. We are a museum for those who want to see, touch and even smell what life was really like for people living in years gone by. Whether you are 5 or 95 there is something for everyone!

Thank you for considering the Weald & Downland Living Museum for your group visit. Outlined below is some information to make sure you get the most out of your visit.

### Group Booking rates

Parties of 10 or more qualify for the Museum's group ticket rate, which is as follows:

£13.50	Adult
£11.60	Senior (over 60)
£11.60	Concession (entry for NHS, armed forces and emergency staff with staff ID)
£10.50	Student (full time student with valid ID)
£7.00	Disabled visitor
£6.50	Child (5 – 17)
Free	Under 5

### Opening times

During Winter months GMT:

10:00 - café opens  
10:30 - Museum and Museum shop open  
16:00 - Museum café, shop and site close

During Summer months BST:

10:00 - café opens  
10:30 - Museum and Museum shop open  
17:00 - café closes  
17:30 - Museum shop closes  
18:00 - Museum site closes

### What to expect when at the Museum

Stewards at the houses and around the Museum can tell you all about the Museum and our collection of historic buildings. Demonstrations and activities vary daily. Staff and volunteers love to be asked questions and are easy to spot as we all wear turquoise lanyards.

The historic houses close before the Museum site closes. During winter months, houses will close at 15:00 and the Museum site at 16:00. During BST, houses will close at 16:30 each day, and the Museum site at 18:00.

**Parking**

For groups arriving by coach or minibus, parking will be in our coach bay in the main car park. You must pre-book a space in the coach bay at the time of your booking to ensure we can accommodate you. If your group is travelling separately by car, you will be directed to park either in our main car park or in our field car park depending on the volume of visitors. Disabled parking will be in our main car park at all times.

**Coach drivers**

We offer a £5.00 voucher to spend at the Museum for coach drivers and free entry to the Museum.

**Tours**

We are able to arrange a private tour of our Gridshell workshop and artefacts store which houses just some of the 16,000 items that make up our artefacts collection. This is subject to availability and carries an extra charge of £5.00 per person. The tour lasts approximately 45 minutes and is for a maximum of 30 people (artefacts store can accommodate 15 at any one time).

**Arrival**

On arrival, we ask that one leader for the party comes to the admissions desk to pay for the group as a single transaction. Payment can be made by card, cheque or cash. You will be charged for the number of people attending on the day.

**Food and drink at the Museum**

Our café is open at 10:00 and has seating available inside and outside on our decking area. It is advisable that large groups do not try to use the café all at once. A range of sandwiches, hot food, snacks and cakes alongside hot and cold drinks are available. The kitchen closes at 15:00 each day with snacks and cakes available after that time until the café closes. We also have a shepherd's hut coffee station on site for hot and cold drinks, snacks and sandwiches. Finally, you are welcome to bring your own food and picnic anywhere in the Museum grounds.

**Accessibility**

The Museum is an open air museum. Access around the site is on rural surfaces; mainly rolled or loose chippings, which are in keeping with the nature of the site and buildings. Some paths are cobbled and their surfaces may cause difficulty for visitors who use a wheelchair or have impaired mobility.

**Wheelchair Users**

We suggest that, if possible, visitors use wheelchairs with wide tyres as this makes access around the Museum easier and smoother. The use of a powered wheelchair or four-wheeled mobility scooter will enable access to the majority of the open areas of the site.

**Hearing Loops**

The Museum has hearing loops (sometimes called audio induction loops) in the shop and café.

**Toilet facilities**

There are 3 main toilet blocks once inside the Museum and toilets available in our café. Disabled toilets are available in our café, at our Market Square and Longport toilet blocks.

**First aid and assistance when at the Museum**

We have several first aid trained members of staff at the Museum. Any member of staff or volunteer, identifiable by the turquoise lanyard they wear, will be able to help you and radio for a first aider, if required. They will also be able to help you with any other assistance you might need.

**Safety on site**

It must be emphasised that this is a working, outdoor site – you may encounter horse-drawn carts and vehicles operating around the site. Fires may be lit in some of the historic buildings. There are also several animals at the Museum. Please wash your hands before eating or drinking after visiting any of the livestock at the Museum. Grassy and wooded areas can also harbour ticks and whilst the risk of infection from a bite is small, please do check for ticks and remove any as soon as possible. We are a no smoking site.

**Cancellation**

If you need to cancel your group's visit, please do so no later than two calendar weeks in advance to avoid being charged. As we have limited places to accommodate group travel, and a set capacity for visitors on site, late cancellation can stop other groups and members of the public being able to visit.

**The Repair Shop**

The BBC's *The Repair Shop* is filmed at the Museum. It is a closed film set and is not accessible to the public. The set including the outside of the barn is visible from a short distance but there is no public access beyond that point. There are occasional weekends where the barn is open to visitors for a sneak peek inside. These dates are advertised on our website as they become known.