

ON THE DAY (Guidelines for all adults on Learning and Engagement Department visits to the Cathedral)

Running Late

Please telephone us so we can keep our volunteers in the picture and start to think about adjusting the timings of your visit. Contact telephone numbers on the day of your visit are 01243-812497, if no reply please telephone Reception 01243 782595 and they will contact us in the Cathedral.

Arriving

Come to the Learning and Engagement Department, a short walk from the coach drop-off point which is in West Street, unless we tell you somewhere else in your confirmation letter. 99% of visits start here and we will send you a detailed map with the confirmation letter. Please familiarise yourself in advance.

Lunch

In good weather you can use the South West lawn (near the toilets and the café where staff can purchase coffee/tea to take away). You can book the Eastern Arm of the Cloisters (heated in winter) which will seat about seventy on stone and wooden benches, but it doesn't have any tables. If you would like to use the Eastern Arm please let us know when you book the visit. This is free for School Friends and schools who book workshops with us. Otherwise there is a £20 fee. Sometime we are unable to use it because of services going on just the other side of the door to the Cathedral or because it's in use for other events!

The Shop

The shop is delighted to welcome visitors, especially school children, however please limit the numbers to 8 at a time, accompanied by an adult. Please make sure the children don't block the shop entrance. There are two doors to the shop and many schools operate a successful one way system.

Toilets

The toilets are just off the South West Lawn (red door) and these are also used by the general public. There are further toilets in the Cathedral café. There are two toilets in the Learning and Engagement Department for emergency use during workshops only. There is also a disabled toilet in both the public toilets and in the Learning and Engagement Department.

What is expected of the staff and parent helpers?

Teachers and adult helpers should stay with their groups since they remain responsible for the control and supervision of the groups at all times. We have a recommended staff: pupil ratio as follows:

Age group	Ratios*
0-2 years	1 adult: 3 children
2-3 years	1 adult: 4 children
4-8 years	1 adult:6 children
9-12 years	1 adult: 8 children
13-18 years	1 adult: 10 children

* These ratios are recommended by OFSTED and NSPCC

You should meet your school's supervision ratio depending on the age of the pupils and the nature of your workshops/visit.

Tours

Please ensure that children put away any school trails/worksheets and mobile phones during a Children's Guided Tour so they can listen better. Adults and children are welcome to take photos in the Cathedral and during workshops but we do ask that you ask the Tour Guide or the Workshop leader when it is best to do so. We really welcome the assistance of staff and parents in the workshops. During Children's Guided Tours we would like your help in keeping the group together since it is very easy for children to linger and start asking questions of the adults in the rear. The Guide needs your assistance in this to make sure all the children have a really positive learning experience.

Please remind children to be quiet, and to move around respectfully as this is a place of prayer.

HAVE A GREAT DAY AND DON'T HESITATE TO ASK IF THERE IS ANYTHING WE CAN DO TO HELP!