



# HADDON HALL GROUP BOOKING FORM 2020

<b>OFFICE USE ONLY</b> Booking Number

Date of visit:   /   / 2020

Please state arrival time:

Do you require the Buggy from the Gatehouse Entrance, for those visitors who are a little less mobile? **Yes / No**

We offer a free 'recce' visit to Group Organisers and Travel Companies. Would you like to take up this offer. **Yes / No** If yes, I will contact you to arrange upon receipt of this Booking Form.

**How many are in your group?**

Adult Admission to Hall and Gardens

@ £16.50

Concession Admission to Hall and Gardens

@ £15.00

Guided Tour of the Hall including admission

@ £20.00

Guided Tour of the Gardens - 1hr 15mins including admission

@ £20.00

Guided Tour of the Hall & Gardens - 1hr 30mins including admission

@ £22.50

Tours will begin 15 minutes after scheduled time of arrival, unless otherwise arranged.

By returning this form you have agreed to our updated Terms and Conditions and confirm you have read our Accessibility Statement, and have informed the members of your group of its content.

Do you wish to have lunch/tea in the Haddon Hall Restaurant? Yes/No

Please ring 01629 810913 or email [haddonhall@newleafcatering.co.uk](mailto:haddonhall@newleafcatering.co.uk) to discuss the group catering options.

How will you be paying for your visit ..... On arrival by cash, card or cheque?

..... Invoice? (For UK Tour Operators only)

If paying by invoice please give a name and email address of the person to send it to below.

How did you hear about us? Recommendation / Previous Visit / Website / Other

**Group Name:**

Contact Name:

Address:

County:

Post Code:

Email Address:

Telephone Number:

Mobile number:

Contact Name and Number on the day of visit:

Email Address for Invoicing purposes:

**By returning this form you are agreeing to our Terms & Conditions overleaf.**

To qualify for the group discount, payment must be made for the whole group in one transaction, on arrival at the Ticket Office or by prior BACS payment. All major credit cards accepted or cheques made payable to "Haddon Hall".

Please note that Guided Tours are £20.00 or £22.50 per person, including admission to the Hall and Gardens in 2020 and are available for groups of more than 10 people. There are no concessionary rates for Guided Tours.

Final numbers must be confirmed 7 days before the date of the visit.

Please return this form to:

Bookings Coordinator, The Estate Office, Haddon Hall, Bakewell, Derbyshire, DE451LA

Tel. No. 01629 810912

Email: [info@haddonhall.co.uk](mailto:info@haddonhall.co.uk)

## **Terms and conditions and Accessibility Statement**

All group visits to Haddon Hall must be pre-booked to guarantee entry to the house and/or garden at the group rate, for parties of a minimum of 10 or more people.

All guided tours and catering requirements are subject to availability.

Booking forms should be received no less than four weeks prior to the visit date in order for us to be able to offer a guided tour. However, you may of course phone or email to see if we have availability within four weeks of your suggested date.

If you have booked a Guided Tour, in the instance of arriving an hour or more late or not arriving at all, you may be charged an administration fee of £50 per 10 people. If a delay is anticipated, please contact the Estate Office on +44 (0) 1629 812 855 as we cannot guarantee your guided tour will still take place.

Only Haddon Guides are permitted to offer guided house or garden tours, groups are not permitted to conduct their own tours. If required, translators may translate the words of the Haddon Hall guide.

Payment should be made on arrival at the Ticket Office by cash, card or cheque made payable to 'Haddon Hall' when admission tickets will be issued,

If agreement has been made to invoice your group, and this facility is now available only to UK based Tour Operators, contact details must be provided on the booking form. The invoice will be generated and sent to the named contact on the Booking Form, following your visit.

Overseas visitors will be requested to make full payment either in advance of, or on the day of, their visit.

Haddon Hall reserves the right to cancel any reservation at any time prior to full payment being received. In the event of cancellation, our liability will be limited to a full refund of any payment made to Haddon Hall. Final tour group numbers should be provided to Haddon Hall no less than 7 days ahead of the date of the visit. Cancellations should be notified to Haddon Hall as soon as possible and not less than 7 days prior to the date of the visit or full payment may be requested.

Haddon Hall and/or its suppliers cannot assume liability for any loss, damage or injury resulting from an Act of God or any other force majeure.

The management reserve the right to alter admission prices without prior notice. All information is correct at the time of going to print. Haddon Hall reserves the right to alter dates, times of opening, pricing and services offered.

## Haddon Hall – Accessibility Statement

### Introduction

As Haddon dates from the 12th to 17th Centuries, there are many uneven floors and steps within the site. Haddon is also built on a limestone bluff which means that the hall has steps inside and out. We endeavour to aid visitors to see as much of the hall as possible, but access for visitors with disabilities and especially those using wheelchairs is very restricted. Due to the nature of the building we are limited to what we can add to the site.

Assistance dogs are welcome.



### Pre-Visit

We suggest that visitors with special requirements contact the Estate Office prior to their visit to discuss their needs. The Estate Office can be contacted on 01629 810912. We offer free recce visits to Group Organisers and Travel companies and if you wish to take advantage of this offer, please contact Isabelle on 01629 810 912 to organise your visit.

### Arrival

The Car park is situated on the opposite side of the A6 road to the house and grounds. The distance from the car park to the Hall entrance is approximately 400 metres and includes some gravel surface and 30 steps.

Access to the Hall from the Bowling Green terrace is via 11 stone steps with a stone balustrade. We therefore advise visitors with limited mobility to ask for assistance on arrival in the Car Park.

### Large bags, rucksacks and pushchairs

For safety and security we would ask visitors to leave rucksacks and large bags in the safe care of the guides in the Guide Room. Visitors are welcome to take photographs, but we can only allow tripods with rubber feet in quieter periods. Visitors may be asked to leave bulky photography equipment in the Guide Room at busy times. We ask visitors to leave pushchairs in the guide room for their safety and convenience. There is a baby/toddler carrier available for use in the Hall.

### Haddon Hall

Haddon Hall is a Grade 1\* listed building. It is built on a hillside above the valley of the River Wye. Because of the nature of the site, there are many different levels within the house itself. The ground floor is mainly flag stones, which have a worn uneven surface. Care and attention must be paid especially in doorways. The upper floor has wooden floors with floor coverings. Because of changing levels, there are small steps between rooms.



### Gardens

The garden is accessed via the house, and there is no separate garden admission. Access is gained from the top floor down 11 stone steps or from the ground floor down two worn steps. There are two terraces open regularly, and these are joined by a wide stone staircase consisting of 26 steps, with stone balustrades on either side.

The two terraces are level with compacted gravel pathways. See above for access for visitors with limited mobility and wheelchair users. There are benches available throughout the garden. There is a summer house on the upper terrace which provides cover during inclement or very hot weather.



## **Restaurant**

Our Restaurant is located at the foot of the steps on the approach to the Hall, and is accessed by 11 external steps with a handrail to the left. There are tables and chairs situated outside on the gravelled area and Restaurant staff are happy to assist and a large print menu is available. All special dietary needs can be catered for but gluten free cakes and soup are available on a daily basis. Where possible all food is local sourced and home-made. Please contact them in advance to discuss any particular requirement – 01629 810913.

## **Toilets**

Our main toilets are situated at the foot of the approach, beneath the Restaurant. Ladies and gents are accessed via one step. The unisex disabled toilet has ramped access and has right to left transfer space. There is a fixed rail to the left, a pull down rail to the right, a wheelchair accessible basin and dryer, and is fitted with an alarm pull cable. Further ladies toilets are situated within the courtyard of the Hall.

## **Gift Shop**

Our Gift Shop sells a wide range of souvenirs and books etc. It is situated at the beginning of the driveway in the Gatehouse. The shop is approached by two steps and is level throughout. There is a plant sales area to the rear, and access to this can be gained through a level gateway. For wheelchair users, there is level access to the shop from the plant sales area.

## **Other information**

Our staff are “Welcome Host” and “Welcome All” trained. There is no audio tour of the house, but our Guides are happy to answer questions. We are happy for visually impaired visitors to touch o furniture and panelling etc. There is seating throughout the house and garden.