



## **PLANNING YOUR VISIT FORT NELSON**

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## HOW TO MAKE A BOOKING

To book a group visit or a familiarisation tour please contact the Fort Nelson Education Department:

**Tel:** 01329 848 507/527

**Email:** [fneducation@armouries.org.uk](mailto:fneducation@armouries.org.uk)

**When booking please have the following information available:**

- Address, postcode and phone number
- Visit dates and estimated arrival and departure times
- Approximate numbers of students and adults
- Key Stage/ year group and any relevant SEN details
- Curriculum area you would like to focus on
- Choice of session

## ADDRESS

Royal Armouries Museum  
Fort Nelson  
Portsdown Hill Road  
Fareham  
PO17 6AN

## MUSEUM OPENING HOURS

**Summer** April – October 10am – 5pm

**Winter** November – March 10.30am – 4pm

*Last admission one hour before closing*

**Closed** 24, 25 & 26 December

## MAP & DIRECTIONS

Maps and full directions are available on our website  
<http://www.royalarmouries.org/visit-us/fort-nelson>

## COACH/MINIBUS PARKING

Free car and coach parking is available at the museum.  
Coach should be booked in advance.

**Tel:** 01329 848 507/527

**To ensure the safety of your pupils they should only enter the coach park under adult supervision.**

## ACCESSIBILITY

The Museum is committed to providing a full range of facilities to all our visitors. A fully revised Access Guide is being prepared; in the meantime the following guidance notes may be helpful to visitors with special access needs.

The fort is a Scheduled Ancient Monument and contains steps of varying widths and heights and changes in paved, gravelled and grassed surfaces. Ramps provide access to most of the site.

A powered lift is available between the parade and main gallery level.

The main tunnel and galleries are wheelchair accessible.

All films have super text captions.

The '*Voice of the Guns*' and '*Story of Fort Nelson*' and other new galleries contain large print guides, available on request from the Visitor Centre Information Desk.

Visitor Centre counters are wheelchair accessible.

Cannon and artillery displayed outside can be touched but NOT climbed on. Objects on display inside the museum CANNOT be touched or climbed on.

## **Parking**

There is a car park at the main entrance to the museum for visitors with disabilities.

## **Wheelchair Provision**

Wheelchairs are available in the museum and these can be booked in advance. Please telephone 01329 848511.

## **Toilet Facilities**

Accessible toilet facilities are available on both main levels and in the visitor centre.

## **Dogs**

Guide and assistance dogs are welcome.

# **EDUCATION BOOKING TERMS & CONDITIONS**

## **CLASS SIZES**

To minimise risks in the Education Centre we must apply strict limits to the number of people attending each session. Each session is limited to **36** students, but we can run simultaneous sessions for larger school groups.

## **PAYMENT**

We will invoice you on the day of your visit so that you only pay for the students come to the museum. Cheques should be made payable to Royal Armouries. A **£60** deposit is required to secure your booking, except where otherwise stated.

## **CANCELLATION OR POSTPONEMENT**

Please notify us as soon as possible if you have to postpone or cancel a booking. The Museum cannot refund payment for a booking cancelled with less than 14 days notice.

## **PHOTOGRAPHY AND VIDEOING**

The use of cameras at the Royal Armouries is welcomed for educational use. However, recording images or sound for business, advertising or to upload to the internet is not permitted.

## **CHANGES**

The Royal Armouries reserves the rights to alter or withdraw any package, facility, show or exhibit without prior notice.

## **ADMISSION**

The Royal Armouries reserves the right to refuse admission to any party or parties. The Museum does not tolerate inappropriate behaviour and this may lead to the exclusion of the party from the Museum.

## **GUIDELINES FOR TEACHERS & ORGANISERS**

- Please stay with your group at all times.
- Teachers and adult helpers are responsible for student's behaviour whilst visiting the museum.
- All school groups must have adequate supervision. The museum requires 1 adult for every 10 students.
- Any accident regardless of how minor must be reported to a member of the museum staff. Qualified first aiders and a first aid room are available at all times.
- In the event of a fire evacuations follow the instructions provided by Royal Armouries staff.
- No dogs other than guide/hearing dogs are permitted in the museum.
- Members of the visitor services team will be in the museum to help you with any queries.

# MUSEUM VISITOR REGULATIONS

**The Royal Armouries welcomes all visitors to the national collections of arms, armour and artillery. To ensure that all visitors enjoy their day, we request that the following regulations are adhered to. Any person who fails to comply with these regulations may be asked to leave the premises. The Royal Armouries reserves the right to refuse admission.**

## **Children**

An appropriate adult must accompany visitors under the age of 16 at all times.

## **Security**

- Visitors are admitted to the museum subject to the condition that, if requested, they allow themselves to be searched by a member of security staff.
- Any visitor bringing objects into the museum for the purposes of consultation, comparison or identification must report to the Reception Desk immediately upon arrival.
- It is essential that visitors to the museum take care to safeguard their personal possessions.
- The museum is not liable for any loss of or damage to personal items.

## **Food and drink**

No food or drink is to be consumed within the galleries. Museum staff will be pleased to direct you to the various catering areas.

## **Photography**

- The use of cameras (still and video) is permitted within the museum, providing the images are solely for personal/private use.
- Images are not to be used in any commercial endeavour.
- Images uploaded onto personal web pages are allowed provided that the Royal Armouries Museum is acknowledged.

- Use of flash photography is prohibited for conservation reasons.
- No tripods or photographic lighting are to be used.
- For copyright reasons, no photography (still or video) is permitted within the cinemas.
- Any persons wishing to undertake photography, filming or make sound recordings for commercial use, or public distribution should make a Media Enquiry or enquire at the Reception Desk.

### **Dogs**

No dogs other than Assistance Dogs are permitted in the museum.

### Mobile phones

The use of mobile phones is permitted in the museum, however please respect other visitors. When attending talks or tours please turn all mobile phones OFF.

### **Safety**

In the event of an accident please report it immediately to a member of staff.

### **Alcohol, drugs and smoking**

- The consumption of intoxicating liquors or beverages is only permitted in authorised areas in accordance with the Control of Alcohol Act 1985.
- Intoxicating liquor is not permitted in the museum galleries.
- Any persons found under the influence of alcohol, or other intoxicating substance will be refused admission.
- Smoking is not permitted in the museum or its external public areas, but only in designated smoking areas.

The Royal Armouries will ensure that, as many public areas of the museum as possible are open. However the Royal Armouries reserves the right to close areas and alter or cancel the programme of events if necessary.

## **RISK ASSESSMENTS**

Risk assessments are available to download in the [Health and Safety Pack \(Fort\) 2011](#).

Included is:

1. A letter from the Royal Armouries Health and Safety Manager.
2. The Health and Safety Policy Statement from the Master of the Armouries and Director General.
3. A copy of the Museum Risk Assessment.
4. A copy of the Museum's Visitor Regulations.

Alternatively full details of risk assessments are available from the Education department.

**Tel:** 01329 848 507/527

**Email:** [eileen.clegg@armouries.org.uk](mailto:eileen.clegg@armouries.org.uk)

**Email:** [feducation@armouries.org.uk](mailto:feducation@armouries.org.uk)