When you arrive on the morning of your visit

If you have been issued a coach pass, the coach will drop you on the cobbles outside the old learning centre on St. Albans Street.

A short walk up the street takes you to the entrance to the New Learning Centre gate.

- If your group has not been issued with a coach pass (secondary students), your coach will drop you off at the coach park and from there you simply follow the signs to the Castle and enter via the Learning Centre gate on St. Albans Street.

- Schools who have booked a taught session or Lunch will enter the gate marked PUG YARD LEARNING CENTRE. Fully self-guided groups will enter the main visitor gate.
You pass through the security area, where you will be asked to put your bags through a machine, and walk through an archway, just like you do at the airport. This can be a noisy area.

Don’t forget to pick up your bags again!
If using the Learning Centre, the Learning Team will brief the group leader and the children about expectations on the visit, checking lunch times, workshop times and locations etc
The lunch hall can hold up to three booked classes at any one time.

Schools will be assigned a **30minute** window to have their lunches.

Lunches / bags will be stored in trolleys which will be wheeled to your area when it is lunch time.

All rubbish should be taken home afterwards and spaces cleaned up.

This room can be noisy when busy.

There are benches in the yard which can be used for picnics too.

**Accessible toilets can be found on the other side of Pug Yard**
Once ready to explore, make your way through the archway, and up towards the Castle. This is a very steep hill, so take your time. As you walk up the hill, take time to look at the view of the Castle and the gardens.

Look at the walls and medieval features of the Castle.

From here you get a good view of the flag flying over the Round Tower. This will indicate if The King is here or not on the day of your visit. If it is the Royal Standard then The King is at Windsor.
As you go up the hill you pass the bandstand on your right which has benches if you need a quiet moment to sit down. Then go through St George’s Gate. Can you spot the dragon? Look above the gateway with the wrought iron gates.
Before or after your talk you may want to visit the State Apartments and Queen Mary’s Dolls’ House. These are accessed via the North Terrace.

The Dolls House is not always open so please check in advance.

If anyone in your group uses a wheelchair or is unable to manage stairs, they will be directed to enter the State Apartments through an adjacent entrance which has a platform lift. The lifts are operated by Castle wardens. However, you will all meet up inside the Apartments.
The Inner Hall

This is one of the oldest parts of the Castle. In this hall there are toilets, the entrance to the Dolls’ House, the entrance to the State Apartments and a Cloakroom. **Mind the steps and pillars!**

Be aware - it can get very busy and quite noisy and echoey in this space.
Accessible toilets
Queen Mary’s Dolls’ House

It is very dark in the room where the Dolls’ House is situated, but the children’s eyes will soon adjust to the light levels.

Take your time and enjoy looking at the various rooms.

Be aware - it can get very busy and noisy in this space. At peak times this may be closed to avoid overcrowding.
Taking the stairs, you are now entering the State Apartments: Here the carpets are loud and floorboards creaky, the lighting is antique and the heating noisy! Here are some of the rooms you will visit.

The Waterloo Chamber

The Grand Vestibule
Some seating is provided around the State Apartments for those in need.
The Queen's Drawing Room

The Queen's Gallery
The King's Bedroom

Be aware - it can get very congested in these rooms
The King’s Dining Room

Be aware – some rooms glisten with gold leaf whilst other can be quite dark.
Don’t forget to use the toilets before leaving the State Apartments!

When you leave the State Apartments, by-pass the Billiard Room and arrive in Engine Court where you can view the Quadrangle and The King’s private rooms.

There is a Changing Places facility / accessible toilet in Engine Court. Ask the warden here to direct you, if you need help.
Head down the hill – you will see the shop on the left. It is best to order a **goody bag** in advance, as the shops can be crowded with visitors and noisy.

Now head through the archway called the Norman Gate. Look above for the murder holes and portcullis.
The Chapel is entered by a heavy wooden door that may be closed. Be aware of all the steps and uneven floors.

The Chapel has all the usual sensory hazards associated with religious buildings, bright stained glass; booming organ music; rich incense; crazy echoes; noisy heaters; flickering lights.

Be careful as the spaces can be crowded especially with visitors visiting the tomb of Queen Elizabeth II. There may be queuing in this area and you may need to be patient. Please be respectful inside and mindful of other visitors.
Back to the Learning Centre

Don’t forget to look at the Guard Room and the soldier who is on guard outside. Note - The Changing of the Guard takes place outside the Guard Room on certain days, at 11 am. (Tue, Thu, Sat)

The way out for most school groups is via the Learning Centre where you came in. You will need to hand in all lanyards there and collect any bags and rubbish for the journey back to school. It is also a time to use the toilet before the journey home.

Fully self-guided schools can exit with the normal visitors, by Henry VIII gate.

If your schools has a coach pass, the coach can collect you on the cobbles, where you were dropped off.
We hope that you enjoy your visit to Windsor Castle, and will come back to see us again soon.