



COVID 19 FAQ for schools

Are you still welcoming school visits to the Castle?

Please keep an eye on our website to see when the Castle is allowed to open. This will be dependent on which tier it falls into. When open, we are welcoming facilitated and self-led school visits. Further information about workshops led by our Learning Team can be found [here](#).

When are you welcoming school visits to the Castle?

We have recently changed the days that we are open to the public. We can therefore welcome you and your class to the Castle on Mondays to Friday as usual. However, on Tuesdays and Wednesdays, there will be no public access. This will therefore be similar to a private visit and is an excellent way to have a socially distant visit. (Note St George's Chapel is closed to Public on Tuesdays and Wednesdays)

What are you doing to make sure me and my class are kept safe?

The Castle has extensive additional measures in place to ensure that it is safe for you and your class to visit. You can read more about this [here](#). Please note, although this information is tailored for individual visitors and families, much of the advice will be useful in preparing for your visit.

In addition, we have risk assessed and made changes to our schools sessions where necessary.

- School groups are now directed straight to Pug Yard Learning Centre on arrival, rather than the general public entrance. This means they do not have to mix with the public in the busy admissions hall as before.
- We are restricting school bookings and visitor numbers for the time being to enable social distancing and ensure Pug Yard Learning Centre is thoroughly cleaned between bookings.
- We have policies in place should you, someone in your class or a member of staff begin to feel unwell with symptoms of Covid-19 during their visit.
- Social distancing will be requested throughout your visit. Castle staff, older pupils and accompanying adults will be required to wear face coverings inside.
- We will treat groups as bubbles and pupils will have workshops and lunches in the same bubble specific spaces.
- Spaces will be cleaned regularly during the day and overnight. There will be regular cleaning of "high touch points" such as door handles and hand rails.
- Hand sanitising stations can be found throughout the site. However, we recommend that schools bring their own.
- For workshops which involve handling objects, they will be used in a "show and tell" format.

We will continue to monitor Government guidance and make changes accordingly to keep you and your class safe.

WINDSOR CASTLE



Do you have a Covid-19 updated risk assessment that you can send me?

We do not have a risk assessment that we are able to issue to external parties. However, we can confirm that procedures are in place and all sessions have been risk assessed with regards to the current circumstances. We also offer 2 complimentary tickets for school staff to visit the Castle in advance of their visit to complete their own risk assessment and you would be able to see all of our Covid-19 related procedures that are in place on this visit.

What if there is a suspected case of Covid-19 within our class bubble?

If the class due to visit had a child off school with an unconfirmed case of Covid-19, we request that you do not attend your visit as planned. In this case we would try to rearrange your visit to an alternate date if possible, or offer a full refund for the cancelled visit. If a case of Covid-19 is confirmed within the class shortly after you have visited, we would expect you to communicate with NHS Test and Trace as appropriate so that our staff would be made aware if necessary.

What if there is a confirmed case within our school but our class bubble is currently unaffected?

We would also request that you do not attend if there is a confirmed case anywhere within your school. If this is the case we would try to rearrange your visit to an alternate date if possible, or offer a full refund for the cancelled visit.

If our school is required to close due to Covid-19 will we be entitled to a refund?

Yes. In the case that your school is officially required to lockdown due for any reason relating to the Covid-19 pandemic we would try to rearrange your visit to an alternate date if possible, or offer a full refund for the cancelled visit.

We are unable to visit the Palace at this time. Are you offering online workshops?

Yes we are offering online workshops where we bring the Castle into your classroom! You can find out more about '*Windsor Castle Calling* [here](#) We are also happy to bring the sessions to your school.

Who do I contact if I have further questions?

Please get in touch with the Learning Team directly by emailing gordon.ferguson@rct.uk if you have any further questions.