



COVID 19 FAQ for schools

Are you still welcoming school visits to the Castle?

Yes, we have a reduced opening at the moment on Mondays, Thursdays and Fridays. However, from April 2022, we may also be able to facilitate school visits on Tuesdays and Wednesdays depending on the programme of the Royal Family. The Castle is closed to the public on those days and so this will be similar to a private visit and is an excellent way to have a socially distant visit! (Note, St George's Chapel is not accessible on Tuesdays and Wednesdays) Further information about workshops led by our Learning Team can be found [here](#).

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

The Castle still has 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. *We are striving to ensure this is updated regularly.*

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

- At the moment, school groups are fast-tracked upon arrival.
- 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 encouraged throughout your visit. Staff may well be wearing face coverings inside although this is dependent on the situation.
- 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.

- If there is a confirmed case within the school but the class is currently unaffected, then the class can attend as planned.
- If the class due to visit had a child off school with an unconfirmed case of Covid-19, the class can attend as planned. However, we would be happy to rearrange your visit to an alternate date, or offer a full refund should you cancel your visit.
- If the class due to visit had a confirmed case of Covid-19, we would ask you to rearrange your visit to an alternate date, if possible, or we would 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 and contact us via Learning@rct.uk so that our staff would be made aware, if necessary.
- In the case that your school needs to implement significant *stepping - up* measures or is officially required to lockdown, we would try to rearrange your visit to an alternate date, if possible, or offer a full refund for a cancelled visit.

We are unable to visit the Castle 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.