

Information for Education Bookings Days

Thank you for your interest in visiting Parliament. Please note, due to the high demand for Education Visits, our telephone lines become incredibly busy on our termly telephone bookings day. The following information is here to give you an idea of what to expect when you contact us on bookings day.

What time do lines open?

Telephone lines open at 8.30am – no calls will be connected before this point; if you call earlier you'll receive a message asking you to call again when lines open.

At 8.30am all calls will be transferred to our call handling system where we will have operators waiting to take your call. Lines will be open until 5:00pm

Please do keep trying to get through and we will answer calls as quickly as we can.

What happens when I call?

You should receive one of the following messages:

- 1) A message to let you know you are in a queue, approximately how long you will have to wait and that you will be answered in due course
- 2) A message to let you know what number you are in the queue as you get closer to speaking to an operator
- 3) A message to let you know that you have reached the Education Bookings line but that we are unable to process your call at this time and to please keep trying
- 4) If you receive an engaged tone, we have been unable to place you in the queue but please do keep trying

Please note we cannot accept bookings by email on the day.

What's available?

On bookings day you can choose a tour of Parliament, or a combined tour and education workshop. Details of all of our programmes can be found on our website.

Before calling, please check the website to confirm which Education programme you wish to attend noting maximum group capacities.

What information do I need to have ready?

In order for us to process calls as efficiently as possible, you need to have the following information to hand:

- 1) Total number of students and staff in the group (maximum 96 in any term – these will be split into smaller groups depending on which programme you choose)
- 2) A choice of dates when you can attend workshops (the more flexible you can be, the easier it will be for us to accommodate your booking)
- 3) School postcode
- 4) Contact name for the booking

- 5) Contact Telephone numbers both for the school and an emergency number for the day (we are happy to accept personal mobile numbers, be aware that we may share this with your local MP's office to allow them to contact you in relation to your booking)
 - 6) Contact email address (we are happy to accept personal email addresses, be aware that we may share this with your local MP's office to allow them to contact you in relation to your booking)
 - 7) Year group(s) of students attending
 - 8) Your preferred choice of programme
 - 9) Any special requirements your group may have
- Once you have made a booking with the Education Service you will be given a reference number for each timeslot.

A few weeks after the bookings day, you will be sent a separate email **for each booking reference** to the email contact you have given. *Please note, we do find that some school servers have security settings which block our emails. So we would advise making sure that our email address: education@parliament.uk is placed on the school safe list in order to receive our emails. Otherwise anything we send may bounce back to us or be sent to your spam folder.*

The email(s) will contain all the information you need to plan your visit, including links for: a map, entrance directions and advice to help you plan a safe visit.

If your group is eligible for the Education Service Transport Subsidy – there will be a link in one of the emails to both the terms and conditions of the subsidy and a form to make the claim after your visit.

We would advise that you read the email(s) carefully, checking all the details and the entrance you need to arrive at.

Finally – Please confirm your visit(s) and correct details by responding to the email(s)