

### **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 combined tour and education workshop option or a shorter visit involving a 15 minute film with a tour. See choices below:

- [Adventurer's Tour – Film and tour for age 7-11](#)
- [Story of Parliament Tour – Film and tour for age 7-11](#)
- [Fire, Fire the Rebuilding of Parliament – Tour and workshop for age 5-7](#)
- [State Opening of Parliament – Tour and workshop for age 5-7](#)
- [Your Voice – Tour and workshop for age 7-11](#)
- [Crown and Parliament – Tour and workshop for 7-11](#)
- [Chamber Chat – Tour and workshop for 7-11](#)
- [Making Laws – Tour and workshop for age 7-18](#)
- [People's Parliament – Tour and workshop for age 7-18](#)
- [Election and voting – Tour and workshop for age 7-18](#)
- [Debating in Parliament – Tour and workshop for age 11-18](#)
- [Rights and Representation – Tour and workshop for age 16-18](#)

### **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 pupils and staff in the group (allowed a maximum of three time slots in any term – this means a maximum of 96 people to include teachers)
- 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 pupils 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.

Several weeks after the bookings day, you will be sent a notification pack, with a letter for each booking reference. The pack will contain all the information you need to plan your visit, including 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 form in the pack to enable you to make the claim after your visit.

We would advise that you read the information in the pack carefully, checking all the details and where you need to arrive at.

Finally – please confirm your visit(s) and correct details by responding to the notification pack.

We look forward to receiving your booking and welcoming you to Parliament!