



Frequently Asked Questions

Q- Do I need to book a general visit?

A- Yes, all visits whether self-guided or facilitated need to be booked into our site calendar. This helps us manage visitor numbers in the spaces and informs Front of House staff who will be on site each day. If you would like to book a general visit please contact culture4schools@lutonculture.com or call 01582 598065.

Q- Can I stay at the site all day?

A- Yes, there is a lot to see and do in or outside of both our sites. Why not explore the grounds or visit our café? Please ensure that you let our staff know how long you intend to stay on site when you place your booking so this can be added to the notes.

Q- Is there somewhere for us to eat when we visit?

A- We know that you can't always rely on the British weather when you visit us so eating in the grounds isn't always suitable. We have lunch rooms available to hire for a small fee when you book your visit. If you have a large group visiting you will need to stagger your lunches but this can be arranged when booking. If you book the space and decide to eat outside you will still be charged for this as it has been booked out for your group.

For more information on costs, spaces and capacity please contact culture4schools@lutonculture.com or call 01582 598065.

Q- How long are the workshops?

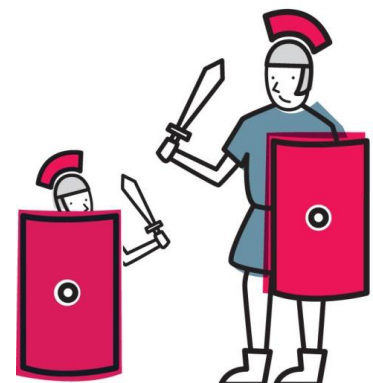
A- Our workshops are typically an hour long but additional time will be needed to organise groups and move around the site.

Q- Can all our classes be seen on the same day for a workshop?

A- This does depend on the number of children and groups you will have on site. Understandably we are limited on space and for health & safety reasons cannot allow large groups in some of our spaces. We currently have a limit of 35 children per session but this may be smaller in certain spaces. We will work with schools to manage the day and ensure that the schedule allows time for groups to move from each location as well as tying in with the school day. To discuss this further please contact culture4schools@lutonculture.com or call 01582 598065.

Q- When can we arrive on site?

A- Both our sites open at 10:00am. If you arrive before we open, please be patient. If you need the barriers opening to the car park please contact the site for support.





Q- When is payment due for facilitated visits or lunchrooms?

A- Invoices will be sent to you after your visit by our Finance Team. Cheques should be made payable to LUTON CULTURAL SERVICES TRUST.

Q- I need to cancel my visit, will I be charged?

A- We will always work with our groups to rearrange visits that need to be cancelled, particularly in the event of unforeseen circumstances such as bad weather, staff illness, etc. However our policy states that facilitated visits cancelled with notice of less than two working days will incur a cancellation fee of the cost of the first session. If we are forced to cancel a workshop at short notice, and are unable to arrange another date, no booking fee will be due.

Q- What sessions do you offer?

A- We have a wide variety of facilitated workshops on offer that support the school curriculum. These sessions will take place at either Stockwood Discovery Centre or Wardown House Museum & Gallery depending on their focus. Our workshops are also split into EYFS, Key Stage 1 and Key Stage 2.

For more information please contact culture4schools@lutonculture.com or call 01582 598065.

Q- How far in advance do I need to make a booking?

A- Our sites are very popular and our spaces are booked by other groups and organisations. To avoid disappointment we recommend contacting us at least two months in advance to book a facilitated visit to ensure that the space and staff are available. General visits need to be booked at least three weeks in advance to ensure that Front of House staff are aware of the groups on site and to ensure there is space for large groups.

Q- Are there resources available to support our general visit?

A- Unfortunately we do not have any printable resources and worksheets at this time. However we do encourage you to explore the site prior to your visit to organise your own activities.

