



ALL YOU NEED TO KNOW TO PLAN YOUR SCHOOL VISIT

Planning a school trip is no easy task, so to help you and your students we have put together all the information you will need to take your students out of the classroom and on to the world-famous authentic sets of one of the most successful film series in history.

In this information pack, you will find:

- [Covid-19 Safety Measures](#)
- [Lesson information](#)
- [How to book](#)
- [Prices](#)
- [Arrival information](#)
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COVID-19 SAFETY MEASURES

The safety of our visitors and colleagues is our number one priority. To help keep everyone safe, we've implemented a number of measures and changes to the Studio Tour experience. The updates are designed to prioritise social distancing and enhanced cleaning.

On arrival to the Studio Tour, a member of our team will meet you at our coach park. The lead teacher should exit the coach when the member of staff arrives, and pass any information given by our staff to students and other adults.

You will be asked to organise yourselves into groups of no more than **8 people**, with at least one adult in each group. It is your responsibility to ensure that there are enough adults in your group to facilitate this. You should remain in these small groups throughout the tour and not form bigger groups. Students should be told in advance of entering the Studio Tour which group they will be in. All students under 16 must be supervised by their responsible adult at all times. Please respect social distancing rules by staying two metres away from other visitors.

All visitors aged 11 and up are required to wear a face mask or covering during their visit, unless medically exempt. Visitors aged eight and up are encouraged to wear a face covering. Masks must be kept on at all times except when eating and drinking, and should not be removed to take photographs.

Storage will not be available for bags or lunchboxes, so please advise students to only bring what they need as they will carry this with them throughout the Studio Tour.

Packed lunches may be eaten at the picnic area in our coach park, the Food Hall area of the lobby and in the Backlot – social distancing measures and Test and Trace will be in operation. Separate lunch areas for schools will not be available.

We are currently accepting card payments only in our shops and cafés so students should not bring cash.

Enhanced cleaning will be in place throughout the Studio Tour, including in our classrooms. Certain aspects of lessons may not be available in order to eliminate touchpoints.

If any staff or students feel unwell on the day of your visit they must not attend the Studio Tour.





LESSON INFORMATION

Our lessons meet national curriculum objectives and outcomes and exam board specifications. They are taught on-site by fully qualified teachers, are delivered in English and are designed for fluent English speakers. You will be able to download free pre- and post-lesson teaching resources to support your visit. Please visit our [website](#) to discover further information on our free, award-winning education programme.

HOW TO BOOK

Booking your school trip is easy – simply **contact our Call Centre on +44(0)800 640 4750**, where our team will be happy to answer your questions throughout the booking process.

Tickets will be held pending payment for *10 weeks* from date of booking. If your visit is within this 10-week period, payment will need to be made no later than *10 working days* prior to the tour date. You can pay by school credit card, cheque or BACS. If payment is not received within the specified period given at the time of booking, we will cancel your booking and release your tickets.

Payment options can be found on your invoice, which will be sent to you at the time of booking. Please note that once payment has been made tickets will be non-refundable and non-transferable. A confirmation email will be sent to you upon payment which you will need to bring to the Studio Tour to gain entry. Once you have paid, you will qualify for two free pre-visit planning tickets to the Studio Tour. These tickets are subject to availability and can be booked through the Visitor Services team. You will need to bring some ID from your school when you visit.

PRICES

Primary School Prices: £17.75 per student – one free teacher for every five students

Secondary School Prices: £20.50 per student – one free teacher for every ten students

Students with EHCPs or IEPs are entitled to a free carer place.

Please note that schools prices are available to UK, EU and EEA schools visiting on select weekday dates only, please see [website](#) for more information. Proof of registered school status may be requested at the time of booking. Prices are subject to change at any time.





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ARRIVAL INFORMATION

- The Studio Tour is located 20 miles north-west of London and less than three miles from the M1 and M25 motorways. Our address is Warner Bros. Studio Tour London, Studio Tour Drive, Leavesden, WD25 7LR
- Please arrive 20 minutes before your allocated time slot. If you arrive more than 20 minutes early, you may be required to wait on your coach until a member of staff is available
- On arrival, have your confirmation email ready to show our Car Park team and wait on your coach until a member of staff approached your coach. At this point, the lead teacher should exit the coach
- Please ask coach drivers to turn off their engines as soon as you have parked, to protect the environment
- A contact telephone number will be taken from the lead teacher – this will be destroyed at the end of your visit in line with GDPR
- Toilets and an outdoor picnic area are positioned next to the coach park
- You and your students will go through security upon arrival. Please ensure that no sharp items, including scissors, compasses, knives and forks, etc. are in the students' bags as they will be confiscated and may not be returned
- Your students will receive a free activity passport which includes a *Golden Snitch* hunt
- Coach drivers can be directed to our dedicated coach driver room
- A maximum of two coach drivers will also receive a complimentary ticket to the Studio Tour for use during your visit – coach drivers can pick their tickets up from the Ticket Collection windows



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STRUCTURE OF THE DAY

If you have a pre-booked lesson (these are subject to availability – book early to secure your preferred date) the Education team will meet you before you start the tour. Lessons last 45 minutes and you will be taken back to the lobby to begin the tour after the lesson. If you have concerns about time, we can tailor the lesson to meet your requirements.

The Studio Tour has three sections: J Stage, the backlot and K Stage. You will enter J Stage from our lobby and the flow of the Studio Tour is one way.

The guided part of the Studio Tour takes place at the beginning of your visit (in the holding room, cinema and Great Hall). Once you leave the Great Hall, the Studio Tour is self-guided and knowledgeable staff members are on hand to answer your questions.

In J Stage there is a greenscreen broom ride experience. Your students will receive a free digital download of their photograph on the broom. Your students are also eligible to purchase a hard copy photograph on the broom at a discounted schools rate.

There is an outdoor seating area in our backlot which is used by all visitors and can be used by students for their packed lunches. Please ask your students to bring their lunch in a recyclable bag or lunchbox. Recycling facilities are available throughout the backlot.

After the backlot you will enter K Stage which exits into our Studio Tour shop, where you will have the opportunity to purchase a wide array of merchandise and many pocket money items.

Please ensure that all students are accompanied when they enter the Studio Tour shop. Any unaccompanied students will be asked to wait for a teacher/adult.



FAQs

Where do the lessons take place?

We have a dedicated onsite classroom which holds up to 75 students.

How long does the lesson last?

Lessons last for approximately 45 minutes. Lessons are available at 9:30am, 10.30 am, 11.30 am, 12.30pm and 2.30pm.

Will I automatically receive a lesson if I book a visit?

No – our lessons are very popular and are subject to availability, so please book early if you would like to include a lesson in your visit.

How long should we allow for our visit?

We recommend three and a half hours without a lesson and four and a half hours with a lesson.

Does the Studio Tour cater for students with special needs?

Yes. All our lessons are differentiated and workshop-based. Our teachers are experienced in teaching across a broad spectrum of abilities and age groups. There are some dark spaces and special effects smoke in the Studio Tour. If you would like to avoid these areas, please ask a member of staff. A sensory room is located within the Studio Tour for any students needing a quiet space. We are also service dog friendly.

The majority of the Studio Tour is suitable for wheelchairs but some areas can be difficult to navigate, this includes Diagon Alley's cobbled street and the Great Hall's slate floor. The Hogwarts Bridge can only be accessed via a short staircase and alternative access cannot be provided because the bridge, as an original set piece, has an uneven surface which is unsuitable for wheelchair users. The Knight Bus also has a short boarding platform which cannot be accessed by wheelchairs.

A Changing Places facility is located at the entrance to the Studio Tour, just after the security check.

Is there an area to eat our lunches?

There is a picnic area that schools can use prior to entering the Studio Tour or when leaving. This is not under cover. There is an outside seated area in the backlot to have packed lunches with other visitors. Please ask your students to put their lunches in a disposable bag.

Can we pre-order lunches at the tour?

You can pre-order Knight Bus lunch boxes for your students whilst you are at the tour. To create a pre-order please email holder-kate@aramark.co.uk where you will be able to discuss your order further.





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Can we create a pre-order for the shop?

If you would like to maximise your time in the tour and avoid queuing to pay in the shop, we can arrange to make up pre-paid bags for every child ready for collection at the end of your trip. These will be stored safely in our Retail area and packaged in a box for convenience. Please contact retail@wbstudiotour.co.uk two to three weeks before your visit to discuss which products you would like in your groups pre-paid bags. Please arrange to make payment one week before the date of your visit by calling 0203 427 7963. We accept Visa/Mastercard/Amex and Maestro and will require the 16-digit number, expiry date and three-digit security code on the card. A till receipt will then be issued and a scanned copy sent by email for your records.

Can we take photographs?

Yes, you and your students can take as many photos as you like. You are able to film the sets, props and costumes, but not the media that is running inside the Studio Tour.

What happens if I need a first aider?

We have a first aid room located in J Stage and there is always a first aider on duty.

What happens if there is an emergency?

Our staff are trained in dealing with emergency situations. Please follow instructions of staff – in the event of a building evacuation you will be directed to a muster point and shown back to the same place you left, when safe to do so.

How should my students behave?

The Studio Tour is a public visitor attraction, so you are required to supervise your students at all times. If the behaviour of anyone in a school group adversely affects the safety or enjoyment of other students or visitors, they may be asked to leave.

How can I leave feedback about my visit?

We welcome all feedback and we will provide feedback forms in the classroom if you have a lesson. Alternatively, please speak to a member of staff at the Information Desk at the end of your visit where you can fill in a feedback form or you can review your experience on TripAdvisor.



RISK ASSESSMENT, LEGAL REQUIREMENTS AND STUDIO TOUR INFORMATION

Public Liability

Studio Tour is covered by Public Liability Insurance to the amount of £5,000,000.

Studio Tour Staff identification

All Studio Tour staff wear face coverings, name badges & uniforms for easy identification.

They are on hand to assist with any questions.

A policy exists for all Studio Tour staff that have contact with children in a classroom to have enhanced Disclosure and Barring Service (DBS) checks.

Security

Studio Tour has a dedicated security team who deal with security issues on site.

The team is also trained to deal with emergency incidents that may arise.

All visitors will be subject to a security check on arrival at the tour.

Bags searches and personal searches are in operation on arrival and throughout the tour if required.

Prohibited items

Certain items are prohibited from entering the tour including knives and bladed weapons, alcohol or illegal drugs, CS/pepper spray, scissors, cutlery, compasses or anything which could be considered a security risk.

Items found will be confiscated and illegal items will not be returned.

A full list of prohibited items can be found on our [website](#).





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RISKS

Spread of Covid-19 Coronavirus

If anyone is displaying symptoms of Covid-19 then they should not visit the tour.

All visitors & staff to wear non-medical face masks or face coverings.

Cars parked in every other bay.

School pupils to be organised into smaller groups with adult supervision which they are to stay in throughout their visit.

Pictorial signage advising on Covid-19 safety measures in place to accommodate all types of learning.

Staff will request any visitors failing to adhere to social distancing requirements to observe the required guidance.

If an individual on site is taken ill and displays symptoms associated with Covid-19, they will be attended to by trained first responders.

Studio Tour operating at a reduction of available ticket capacity.

Lifts reduced to single occupancy with priority for those with specific need.

Classroom seating organised so that social distancing can be maintained.

Lessons delivered 'lecture style' to maintain social distancing.

Clear viewing areas indicated for viewing exhibits where pinch points exist to reduce congestion & allow safe distancing.

One-way free flow of visitors through walking routes to prevent unnecessary congestion.

Alternate toilet cubicles and urinals available to provide separation between users.

Visitor cloakroom will not operate whilst 2m social distancing is implemented.

Café seating arranged to allow required social distancing to be maintained once seated.

Test & trace in operation in cafés.

Perspex screens to be installed at physical till points or assistance points.

Card payments only to reduce cash handling.

Card payment machines cleaned regularly.



Spread of infection through contact surfaces

Classroom organised to minimise touchpoints and social distancing in place.

All surface touch points to be cleaned on a scheduled basis where frequency is matched to use, in addition to existing cleaning regimes.

Virucidal disinfectant cleaning products to be used for common touch points.

Hand sanitiser available throughout the attraction.

Overnight deep cleaning schedule in operation for high traffic areas.

Clearly signposted bins to be available for visitors to discard single use masks or face coverings.

Dress up robes will not be provided to visitors for attraction photography experiences while 2m social distancing recommended.

Infection with / spread of COVID-19 due to hand contamination

Hand washing facilities to be clearly signposted to visitors & additional hand sanitizer stations to be located throughout the tour.

Card payment only at till points.

Parking at Studio Tour & Coaches

There are designated drop-off points for coaches at Studio Tour.

There is no requirement for children to cross any busy public roads.

Care should be taken when crossing the car park.

There are designated routes for pedestrians.

Slips/trips/falls

Trips may be caused by: looking at the displays and not at the floor; wet flooring in the outside area; uneven paved areas in the Great Hall and Diagon Alley; uneven soft flooring and low lighting levels in the Forbidden Forest; a high viewing platforms; climbing on and off equipment in the Green Screen interactive element of the tour.



Reduced lighting

Care should be taken due to reduced lighting in certain areas. Please speak to a member of Studio Tour staff if you have any concerns.

Enclosed spaces

Some parts of Studio Tour could make individuals feel confined due to low lighting, however no area can be defined as a confined space.

Emergency planning/fire safety

Studio Tour has a contingency plan in the event of an emergency.

The emergency plan has been developed in conjunction with the local emergency services and there are regular meetings with the local emergency services.

Lost children

Children should approach a member of staff if they are lost or become separated from their group.

If a teacher cannot find a pupil speak to a member of staff who will use the radio communication system to assist to locate.

School groups are given wristbands on arrival for easy identification and all school groups are held at the end of the tour unless a teacher is present.

VISIT INFORMATION

Supervision of children

Adult supervision of under 16's is required at all times.

Our suggested ratio is one adult per five children aged under eleven and one adult per ten children aged eleven and over. Subject to change depending on government guidelines.

No climbing is permitted on barriers around the tour and children should walk, not run, at all times, particularly on the ramps.

Children are expected to behave well while in the Studio Tour.





Staff will instruct children to behave well if necessary.

Teachers are expected to supervise their groups and ensure the safety of their students.

Studio Tour signposting

Studio Tour is well sign-posted and led by Warner Bros. staff in places.

Studio Tour follows a one-way set path.

First Aid

Medical supplies and first aid-trained staff are located throughout Studio Tour. First aid facilities are in J Stage.

Additional needs

Please contact Visitor Services Team at Studio Tour for specialist support if required. Tel: 0345 640 4550.

Please find further information about accessibility for students with additional needs [here](#).

Eating facilities

Food and drinks are available in the Studio Café and Backlot Café which serve a variety of healthy, hot and cold meals, as well as a wide range of refreshments.

Picnic tables are available next to the coach park and in the Backlot.

Food and drink can be consumed only in these designated locations and not inside Studio Tour.

Welfare facilities

Toilets are located at various locations within Studio Tour.

Additional costs

There are two cafés, photographic opportunities and three gift shops at the Studio Tour.

Digital Guides and Souvenir Guidebooks are also on sale.





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Full terms and conditions and our Privacy Policy are available on our website on www.wbstudiotour.co.uk.

Warner Bros. Studios Leavesden Limited incorporated and registered in English with company number 330764 whose registered office is at 98 Theobald's Road, London WC1X 8WB ("we") provides the Warner Bros. Studio Tour London to paying visitors ("you").

Please read these terms and conditions carefully before buying a ticket to the Studio Tour (as defined below) ("Ticket").

By buying a Ticket you agree to be bound by these terms and conditions.

Warner Bros. Studio Tour London is a behind-the-scenes walking tour which immerses visitors into the world of film-making, featuring authentic sets, costumes and props from the Harry Potter film series (the "Studio Tour").

The Studio Tour is located 20 miles from Central London at Warner Bros. Studios Leavesden where the Harry Potter movies were filmed.

The purpose of this document is to enable schools/groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

WARNER BROS. STUDIO TOUR does not accept liability for any omissions to this list.

Control measures indicated are recommendations only and must be adapted/amended by group organisers.

Please ensure adequate supervisors are appointed for the number in your group.

Please contact us at learning@wbstudiotour.co.uk if you have any further questions.

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