



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:

- Lesson information
- How to book
- Prices
- Arrival information
- Studio Tour map
- Structure of the day
- FAQs
- Risk Assessment

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, awardwinning education programme.

HOW TO BOOK

Booking your school trip is easy – simply **contact our Call Centre on +44(0)345 084 0902**, 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





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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 for 2019/20 visits and are subject to change at any time.

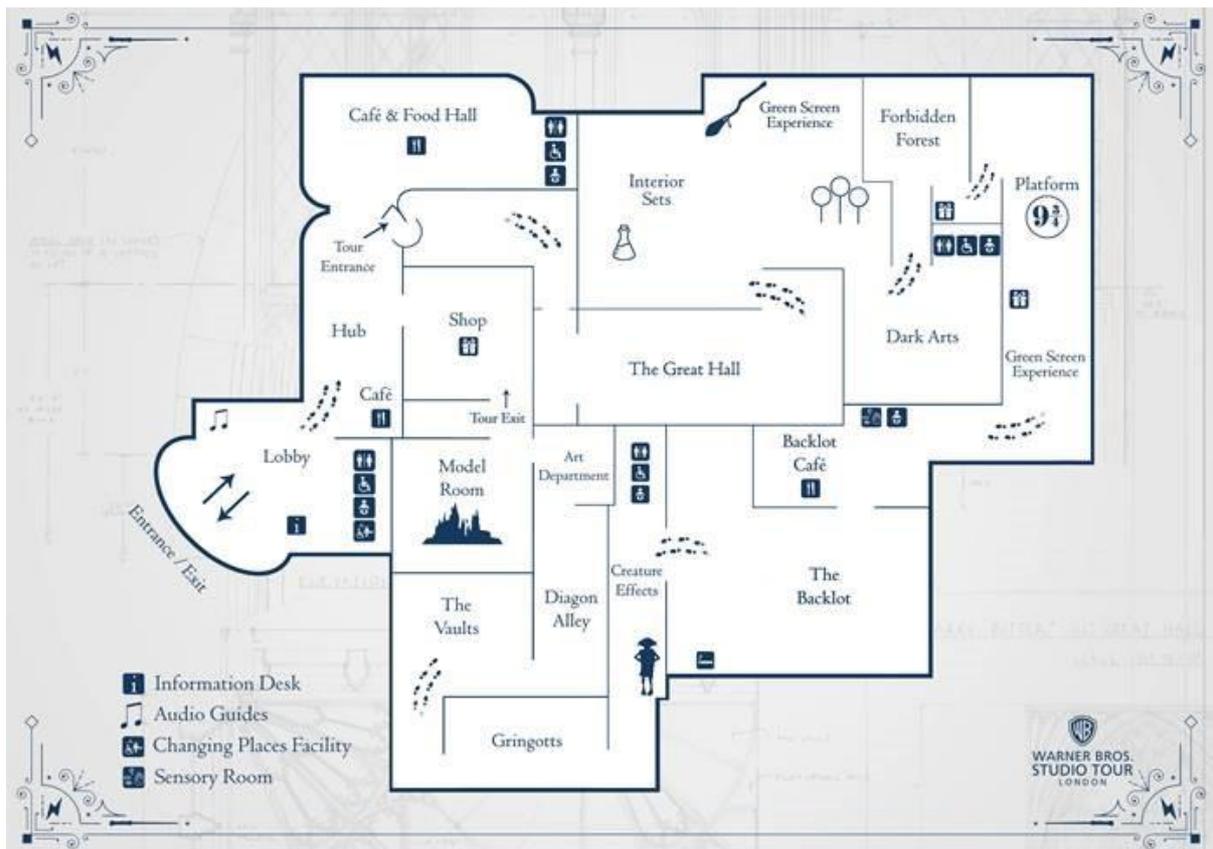
ESSENTIAL ARRIVAL INFORMATION

- 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 30 minutes before your allocated time slot. If you arrive more than 30 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 – a member of staff will greet you and escort your group into the Studio Tour
- 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


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- Your students will receive a wristband and 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

STUDIO TOUR MAP





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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. Subject to availability on the day of your visit, a lunch room may be provided for you. 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 45 students. From January 2020 we will have an additional classroom that will hold an additional 45 students.

How long does the lesson last?

Lessons last for 45 minutes. Lessons are available at 10.00 am, 11.00 am, 12.00pm, 1.00pm and 2.00pm. We can accommodate up to 90 students per school for lessons – if booking more than 45



students, two lesson slots will be booked (for example, 10.00 am and 11.00 am or 1.00pm and 2.00pm). From 2020 lessons are available at 9.30am, 10.30am, 11.30am, 1.30pm, and 2.30pm and we will be able to accommodate up to 90 pupils per time slot.

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.

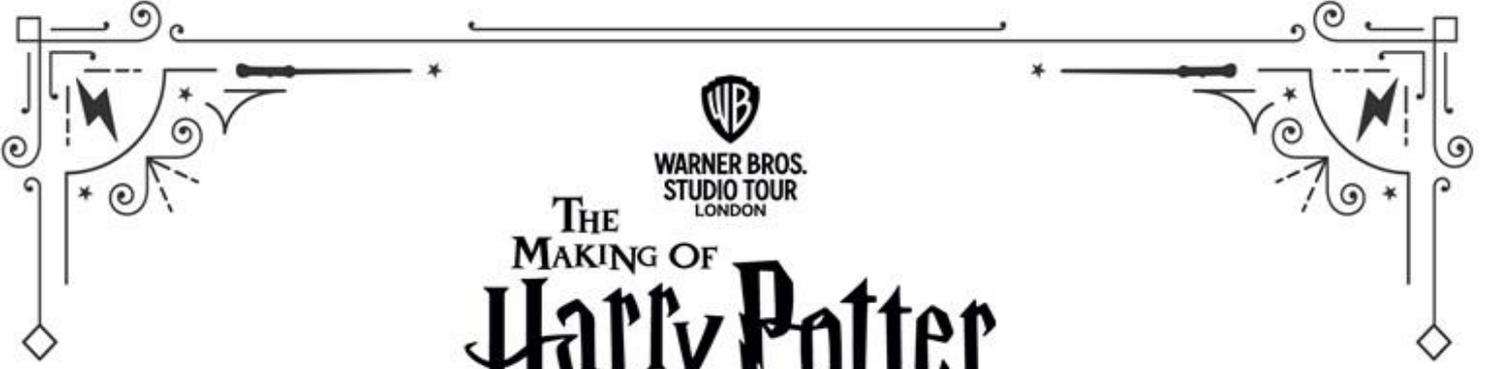
A Changing Places facility is located at the entrance to the Studio Tour, just after the security check.

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. Subject to availability a lunchroom may be available for your visit on a first come first served basis. Please speak to a member of staff on arrival. 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



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pre-order please email holder-kate@aramark.co.uk where you will be able to discuss your order further.

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.



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RISK ASSESSMENT

Warner Bros. Studio Tour London – The Making of Harry Potter offers visitors the ultimate opportunity to journey behind the scenes of the Harry Potter™ film series and experience the magic that has gone into creating the most successful film series of all time. Step into the original Great Hall, first built for Harry Potter and the Philosopher's Stone™, experience green screen technology and marvel at the breath-taking miniature scale model of Hogwarts™ castle. Relive the magic through the eyes of the filmmakers who brought the Harry Potter film series to life and see firsthand the sheer scale and detail of the actual sets, costumes, animatronics, special effects and props that have been used in all eight of the Harry Potter films. In addition to the Great Hall, some of the most iconic sets featured include Professor Dumbledore's™ office, Diagon Alley™, the Ministry of Magic, number four, Privet Drive, Gryffindor™ common room, the Forbidden Forest and Gringotts™ Wizarding Bank.

LEGAL REQUIREMENTS AND STUDIO TOUR INFORMATION:

Public Liability

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

Studio Tour Staff identification

All Studio Tour staff wear name badges and uniforms for easy identification. 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

The Studio Tour has a dedicated security team to 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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Food Safety and Hygiene

The Hub Café, The Chocolate Frog, The Food Hall and the Backlot Café are operated in accordance with the Food Safety Act 1990. School visitors can bring packed lunches. School visitors are responsible for any food items brought onto the premises.

RISKS:

Vehicle traffic

There are designated drop-off points for coaches at Studio Tour. There is no requirement for children to cross any busy public roads. Please contact Studio Tour if you require further information.

Parking at the Studio Tour

There is designated parking for coaches and cars in the Studio Tour car park. Care should be taken when crossing the car park. There are designated routes for pedestrians. Please contact the Studio Tour if you require any further information.

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 platform in K Stage; climbing on and off equipment in the Green Screen interactive element of the tour.

Reduced lighting

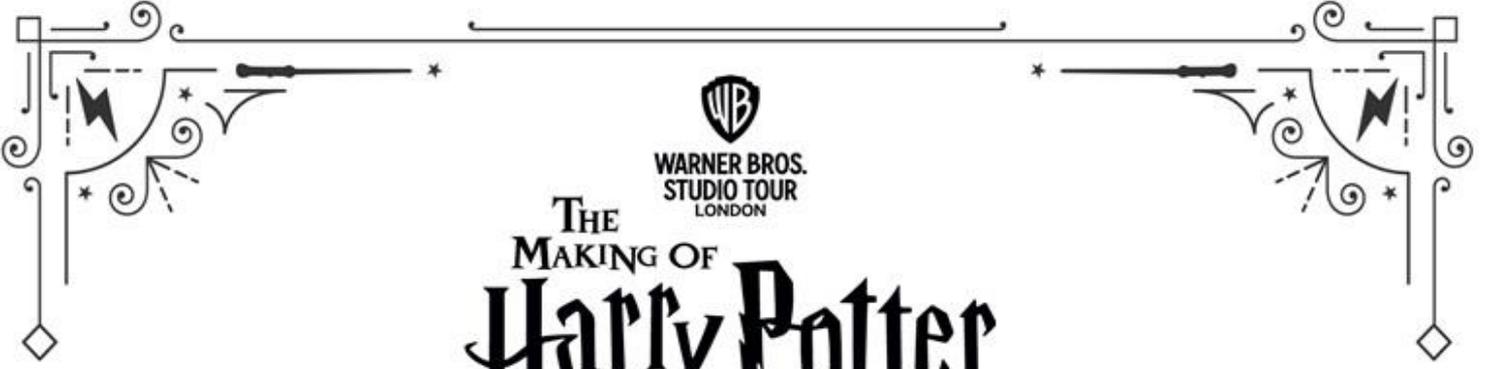
Care should be taken due to reduced lighting in certain areas. Please speak to a member of Studio Tour staff if you have any concerns.

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.



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Lost children

Children should approach a member of staff if they are lost. All members of staff will wear badges and uniforms.

Lifts and stairs

Our classroom is accessed by lifts and stairs and members of staff will be activating the lifts. Please let a member of staff know if any members of your party cannot use the lifts or cannot use the stairs.

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. Care should be taken in K Stage where there are narrower walkways and a ramp. No climbing is permitted on barriers around the tour and children should walk, not run, at all times, particularly on the ramp. 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.

Safeguarding

All of the staff at the tour are DBS checked.

Studio Tour signposting

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

Wheelchair access

Please contact Visitor Services Team at Studio Tour for specialist support if required. Tel: 0345 084 0900.



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Eating facilities

Food and drinks are available in the Studio Café, Chocolate frog café and the 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 the Studio Tour.

Welfare facilities

Toilets are located at various locations within the Studio Tour.

Additional costs

There are four cafés, three gift shops and photographic opportunities at the Studio Tour. Digital Guides and Souvenir Guidebooks are also on sale.

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.

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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.

