

# GROUP TRAVEL ORGANISERS GUIDE 2011

## THE CANTERBURY TALES

Ever wondered what it would be like to step back in time and experience the sights, sounds and smells of a bygone era? At The Canterbury Tales you can do just that.

A fascinating audiovisual experience sited in the heart of the city, The Canterbury Tales is one of Canterbury's most popular visitor attractions. Step back in time to experience the sights, sounds and smells of the Middle Ages in this stunning reconstruction of 14th Century England.

Housed inside a listed building in the heart of old Canterbury, the Canterbury Tales visitor attraction is based on Chaucer's famous literary classic Geoffrey Chaucer (England's finest poet).

Join Chaucer and his merry band of pilgrims on their adventurous journey of discovery from The Tabard Inn in London to the shrine of St. Thomas Beckett in Canterbury Cathedral. Along the way, their stories of love, romance, jealousy and trickery are vividly re-created with all the fun and excitement of Chaucer's famous tales. Steeped in the rich history of this medieval city, at The Canterbury Tales you really can experience another world.

Fascinating scenes depicting life-sized character models allow visitors to experience the magic of Chaucer's Tales and interact with the past.

This guide will help you find your way to The Canterbury Tales, explain what will happen when you get there and let you know what to expect during your visit. We'll also give you advice on what else to do in the city.

For more information please call us on +44 (0) 8702 411414 or email us on [groups@continuum-group.com](mailto:groups@continuum-group.com) and we'll do our best to help.

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# ABOUT THE ATTRACTION

## Opening Times

The Canterbury Tales is open every day apart from Christmas Day, Boxing Day and New Year's Day. Tours run every 20 minutes throughout the day.

	<b>Open</b>	<b>Last Tour</b>	<b>Close</b>
March – June	10.00am	16.40pm	17.00pm
July - August	09.30am	16.40pm	17.00pm
September – October	10.00am	16.40pm	17.00pm
November - February	10.00am	16.20pm	16.30pm

## Prices

Pre-booked groups of more than 15 people are eligible to receive discounted group rates.

We will give you 1 free adult ticket for every 10 Children / Students that visit.

<b>RATES VALID 01.02.11 -31.01.12</b>		<b>Group Rate</b>	<b>Restrictions</b>
Adult		£6.95	
Child	(Aged 5 – 15)	£5.45	
Student	(Aged 16 +)	£5.95	
Senior	(Aged 65 +)	£5.95	
UK Schools	(Aged 5 – 16)	£4.95	UK based schools only
Language Schools		£5.25	UK based schools only

All of our rates include VAT at the current rate.

## Facilities and Accessibility

The Canterbury Tales has onsite customer toilets located in the admissions area and a gift shop located at the end of the tour.

Unfortunately we do not have a café or anywhere for groups to eat packed lunches.

We welcome disabled visitors:

- For our deaf visitors we have a hearing loop installed meaning those with hearing aids (switched to the 'T' position) can still enjoy our audio tour.
- For those in a wheelchair we have a lift. Unfortunately, due to the historic nature of the site, only one wheelchair can be in the attraction at any one time. For more information please call +44 (0)8702 411414.
- For our visitors with walking difficulties, we would advise you to call in advance to check the suitability of the attraction.

## What to do when you arrive

When you arrive make your way to our admissions area to register your group. You will be asked to split your group into small groups of 10-12 people to tour the attraction. These small groups will have a staggered entrance to the attraction and will enter at 3-4 minute intervals.

## Your visit

Each tour is fully audio guided and will last approximately 40 minutes. We have audio guides in English, French, German, Dutch, Italian, Spanish and Japanese. Hire of the audio guides is included in the entrance cost.

Each tour commences in our admissions area and finishes in our gift shop, both of which can be accessed from St Margaret Street.

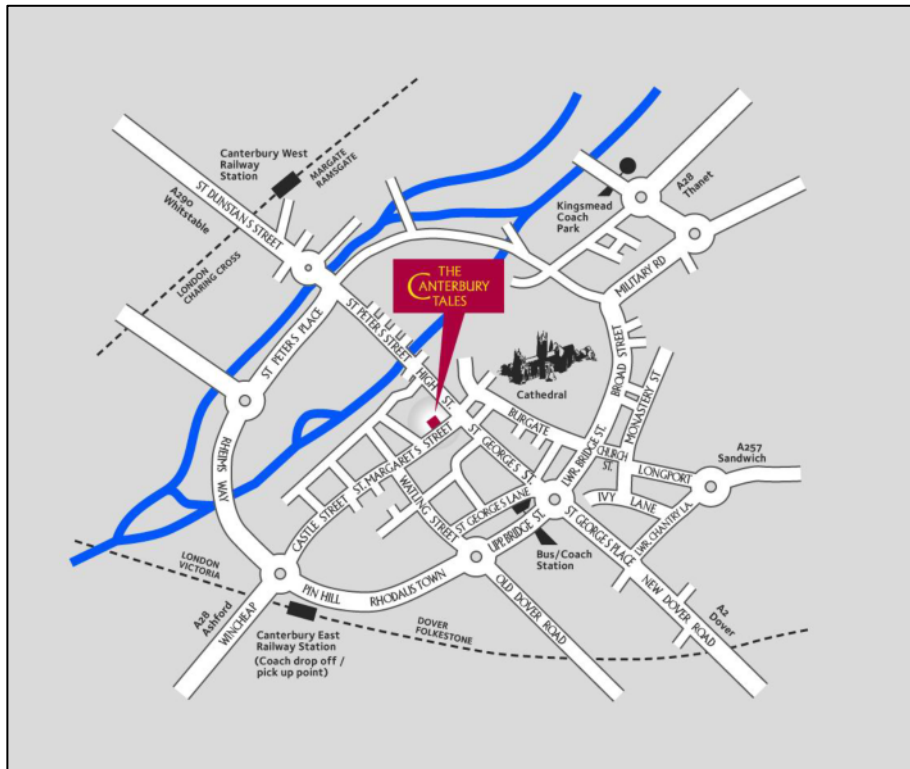
Visitors will hear 5 of Chaucer's Tales: The Knight's Tale, The Miller's Tale, The Wife of Bath's Tale, The Nun's Priest's Tale and The Pardoner's Tale

## Health and Safety

A risk assessment can be found on Page 5.

# HOW TO GET THERE

## Map



## Transport / Parking Information

### Coach

#### Pick Up / Drop Off

A two bay coach drop off and collection point is available at St Georges Lane (for coaches that off load from the left) It is located in front of the new Whitefriars shopping centre and is just 400 metres from the attraction. The drop-off is only available to coach operators who have registered and pre-booked a dropping off/collection time by calling +44 (0)1227 378100. The use of the drop-off is included in the cost of parking at Kingsmead Coach Park. The drop-off will be supervised at all times and coaches that have not pre-booked will be turned away. You will be allocated 20 minutes time slots for dropping off and collecting passengers.

#### Parking

Kingsmead Coach Park is located 10 minutes walk from the city centre. The coach park has 120 spaces and costs just £10 for 12 hours. The coach park is signposted on all major approaches to the city and has many facilities for both drivers and passengers. For coach drivers there is a rest room with television. There is a free on-site water point and free toilet waste disposal facilities. For all visitors to the coach park there are plenty of toilets, including a disabled toilet and public telephones. From March to November coaches are met by City Shepherds. They will board coaches and welcome your group, hopefully in your group's native language.

### Car

Canterbury has excellent road links with the M20 and M2 motorways, providing easy links with London and the rest of the UK. When entering Canterbury follow signs for the City Centre. Our nearest NCP is Whitefriars on the corner of Watling Street and St George's Lane (CT1 2TF) which costs £1.60 per hour and has 530 spaces. Canterbury also has a Park and Ride scheme, from just £2.50 a driver and up to 6 passengers can Park and Ride straight into the City Centre. For more information visit [www.canterbury.gov.uk](http://www.canterbury.gov.uk)

### Train

Canterbury has two mainline stations, East and West, and is served by frequent trains to and from London Charing Cross and London Victoria, as well as to and from Dover Priory and Ramsgate. If you travel by Eurostar to Ashford International there is a regular train service to Canterbury West. For more information on travelling by train visit [www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk)

To walk to the attraction from either station will take approximately 10 minutes.

# EDUCATION

## Curriculum

'*The Canterbury Tales*' visitor attraction may be used by school groups on a variety of levels and provides many opportunities for preparation and follow up work. Due to the design and content of the exhibition it is better for pupils to be fully absorbed in their visit and to use their experiences for follow up work back at school

A visit to '*The Canterbury Tales*' will provide pupils with stimulus for work in many curriculum areas including history, English, art and design. If the visit is combined with a visit to Canterbury itself then there is also scope for geographical studies.

The exhibition itself is an interpretation of some of Chaucer's tales and also depicts some aspects of life in C14th England. The tales themselves are also an interpretation of certain aspects of medieval life from a contemporary viewpoint. The tales are often used as a source of evidence about medieval society.

Older pupils could be encouraged to look at one or more of the tales in detail and to examine the context in which it was written and Chaucer's possible intentions.

The exhibition also provides an opportunity for pupils to see close up carefully reconstructed artefacts of the late medieval period. Replica medieval pottery, farming implements, carpenter's tools and household utensils can all be seen and touched.

The carefully researched and reconstructed shrine of Thomas Becket provides pupils with the only chance to see the ultimate destination of Chaucer's pilgrims. The original shrine was destroyed during the reformation under Henry VIII.

Pupils should use the visit to enhance work already done in school and as a basis for work to be done on returning to school.

**Below are some suggestions of how pupils could tie their visit to '*The Canterbury Tales*' into some different subjects.**

### ART AND DESIGN

Make a series of drawings of the pilgrims featured in '*The Canterbury Tales*', paying attention to costume.

In groups make a collage picture of the pilgrims featured in '*The Canterbury Tales*'. Pupils could be given a written description to work from.

Each pupil draws or paints a picture of themselves as a medieval pilgrim.

In groups make a large collage picture of a medieval market scene as featured in '*The Canterbury Tales*'. Each group could work on a part of the scene.

Make a diorama of Medieval Canterbury featuring some of the buildings, which would have been seen by Chaucer's pilgrims.

Make a model of the tomb of Thomas Becket in the Cathedral complete with pilgrim's tokens.

### DESIGN AND TECHNOLOGY

Pupils could design their own pilgrim's token. These could be linked to the name of the school.

Design an outfit of clothes suitable for a medieval pilgrim travelling to Canterbury from London, taking account of means of travel, weather, materials available etc.

### GEOGRAPHY

For groups studying Canterbury as a location the area can be looked at in terms of its medieval layout and its modern layout.

Using maps pupils can trace the journey made by the pilgrims from Southwark to Canterbury and plan a route for modern day pilgrims.

Using maps, photographs and other documents pupils can look at the growth of modern Canterbury

## ENGLISH

Retell one of the stories seen at '*The Canterbury Tales*'.

Pupils imagine they are a pilgrim travelling to Canterbury with Chaucer's pilgrims. They need to think who they are, what they would be wearing and describe their journey to Canterbury.

Pupils either individually, or in groups have their own storytelling competition or make up their own tales, which they then tell, to the rest of the class. These stories could then be combined together in a class book.

In groups pupils use what they have learnt during their visit to '*The Canterbury Tales*' to put together a short drama improvisation or role playing activity on the Canterbury Tales.

Using what they have learnt during their visit to '*The Canterbury Tales*' pupils produce a range of writing concerning their visit. This could include narrative, report, explanation, opinion, instruction, review and commentary.

Pupils produce a guidebook to either '*The Canterbury Tales*' or to Canterbury.

## HISTORY

For local schools doing a local study on Canterbury a comparison could be made on medieval Canterbury and modern Canterbury looking at which buildings, street names etc have remained.

During their visit to '*The Canterbury Tales*' pupils can develop their skills of historical enquiry by looking at how the historical content is displayed e.g. artefacts, costume etc.

## MATHEMATICS

Use information gathered following a visit to '*The Canterbury Tales*' to produce a range of displayed data e.g. bar charts, pie charts, graphs etc of favourite tale, least favourite tale, favourite pilgrim etc.

## MUSIC

Pupils could listen to a range of medieval music.

Using a range of instruments pupils could compose and perform simple tunes which could have been performed by the pilgrims on their journey.

Using a range of instruments pupils could compose a tune as an anthem for individual pilgrims.

## PHYSICAL EDUCATION

In groups or individually pupils could create simple dances to illustrate the pilgrims from '*The Canterbury Tales*'.

In groups or individually pupils could create simple dances to illustrate some of the stories seen in '*The Canterbury Tales*'

## SCIENCE

Make a list of materials in common use today and a list of materials in common use in the medieval period. Compare the two lists. What materials are used today and not in the medieval period and why. Look at the properties of these materials e.g. flexibility, strength etc and see how these properties relate to the usage of these materials.

## Risk Assessment

Hazard	Who is at risk	Likelihood	Severity	Control measures
Slipping, tripping or falling on Walkway or in the Entrance Foyer	All	Low	Low	<ul style="list-style-type: none"> <li>• Students told by staff to walk throughout site</li> <li>• Even, well maintained surface</li> <li>• Painted yellow step, clearly visible</li> </ul>
Slipping, tripping or falling on route through the attraction	All	Medium	Low/Medium	<ul style="list-style-type: none"> <li>• Students told by staff to walk throughout site</li> <li>• Even, well maintained and regularly checked surface</li> <li>• Any even flooring or steps are well lit</li> </ul>
Tripping on steps in attraction	All	Medium	Low/Medium	<ul style="list-style-type: none"> <li>• Students told by staff to walk throughout site Even, well maintained and regularly checked surface</li> <li>• Any even flooring or steps are well lit</li> </ul>
Fire	All	Low	High	<ul style="list-style-type: none"> <li>• Staff to ensure students are aware of need to respond to site staff requests appropriately</li> <li>• Staff supervision</li> <li>• Fully maintained fire fighting equipment on-site</li> <li>• Regular, full evacuation drills undertaken</li> </ul>
Separation from Group	All	Low	Low	<ul style="list-style-type: none"> <li>• Staff to arrange meeting point and set time period for tour</li> <li>• Staff to tell students to find easily identifiable member of site staff</li> <li>• Staff supervision</li> </ul>
First aid	All	Low	Low/High	<ul style="list-style-type: none"> <li>• Fully qualified first aider on-site at all times</li> </ul>

# LOCAL AREA

## Attractions

Canterbury is a beautiful city and a fantastic location for a day trip, with something for everyone. Below are some ideas of what else you could do whilst you're in Canterbury.

### Canterbury Cathedral

The Precincts, Canterbury, Kent  
Tel: 01227 762862

The Cathedral's history goes back to 597AD when St Augustine, sent by Pope Gregory the Great as a missionary, established his seat in Canterbury. In 1170 Archbishop Thomas Becket was murdered in the Cathedral and ever since, the Cathedral has attracted thousands of pilgrims, as told famously in Geoffrey Chaucer's Canterbury Tales.

### Museum of Canterbury

Stour Street, Canterbury, Kent  
Tel: 01227 475202

Housed in the medieval Poor Priests' Hospital and now extended into two adjoining buildings, the new museum has an increased range of exhibits from pre-Roman times to the present.

### Historic River Tour

Kings Bridge, St Peter's Street, Canterbury, Kent  
Tel: 07790 534744

Flowing through the heart of historic Canterbury, The river is the perfect way to escape the hustle and bustle of one of the country's busiest city centres, allowing you to discover parts of the city that are only accessible by river.

### St Augustine's Abbey

Longport, Canterbury, Kent  
Tel: 01227 767345

Explore the ruins of the abbey founded by St Augustine in 597AD, now part of Canterbury's World Heritage Site. The site also includes a fascinating museum with genuine artefacts and a free audio tour.

### Shopping

City Centre and Whitefriars Shopping Centre

Spend an afternoon exploring the city at your leisure whilst browsing some of Canterbury's beautiful shops.

## Other Information

### Canterbury Information Centre

12/13 Sun Street, Canterbury, Kent  
Tel: 01227 378100

### Websites

[www.canterbury.co.uk](http://www.canterbury.co.uk)

For more information on Canterbury including what to do, where to stay and where to eat.

[www.visitkent.co.uk](http://www.visitkent.co.uk)

For information on Kent

[www.visitbritain.com](http://www.visitbritain.com)

Information from Visit Britain

# BOOKING

## How to book

Pre-booking is essential for all groups.

### Pre-booked groups receive many benefits:

- Discounted rates
- Priority admission
- Free admission for the coach driver
- Free familiarisation visit for the group organiser
- One free adult ticket for every 10 visiting children / students
- Free audio guides
- Free Education Packs and EFL Packs

### To pre-book:

Our group bookings office is open from 10am until 4pm Monday to Friday.

**Call** +44 (0) 8702 411414

**Fax** +44 (0) 1904 527701

**Email** [groups@continuum-group.com](mailto:groups@continuum-group.com)

**Web** [www.canterburytales.org.uk/visiting/groups/group-booking-form](http://www.canterburytales.org.uk/visiting/groups/group-booking-form)

### After booking:

After you have made your booking a letter will be sent out to you detailing your booking and our full terms and conditions. If you have pre-paid you will also be sent a receipt for your payment.

## Payment

Pre-payment is essential for all groups. Pre-payment can be made upon booking or anytime up until 48 hours before the visit.

We accept:

- Cheques
- Visa
- MasterCard
- Maestro
- BACS payments

We only accept payment in Pound Sterling

A receipt will be sent out after payment has been made.

For groups wishing to pay by invoice after the visit, credit facilities are available but they must be agreed in advance with the Group Bookings Office. Groups who have made arrangements to be invoiced do not need to pay in advance. These groups must pay any invoice within 30 days of the invoice date. Failure to do so may result in pre-payment being required on future visits.

# TERMS AND CONDITIONS

Any person booking and/or visiting The Canterbury Tales does so subject to the following conditions.

## Booking:

- To qualify for Group discounts and benefits groups must comprise of at least 15 persons and must pre-book their visit. Groups who reduce their numbers to less than 15 will be charged the standard rates and not receive any discounts or group benefits.
- All bookings remain provisional until full payment has been received.
- Companies who are being invoiced after the visit date must return a signed 'Provisional Booking' letter to confirm their booking.
- Once full payment has been received your booking will be confirmed to you in writing.
- All provisional bookings will be released 48 hours prior to the arrival time.
- To amend your booking please call 08702 411414 or email [groups@continuum-group.com](mailto:groups@continuum-group.com).
- The Canterbury Tales reserves the right to charge for any amendments made within the 48 hour period prior to arrival.
- Cancellations must be made at least 48 hours in advance of your arrival time. For full information see 'General Information' below.

## Payment:

- Full pre-payment must be made at least 48 hours in advance of your visit. Please contact us if you are having problems making payment for your group.
- Failure to pay for your visit will result in your booking being released 48 hours before your expected arrival time.
- Groups who have made arrangements to be invoiced do not need to pay in advance. These groups must pay any invoice within 30 days of the invoice date. Failure to do so may result in pre-payment being required on future visits.
- Cheques must be made payable to *Heritage Projects (Canterbury Tales) Limited* and sent to *Continuum, St Edmund's House, Margaret Street, York, YO10 4UX*. Please ensure your Reservation Number is noted on the back of your cheque.
- Credit card payments (to be processed before your arrival date) should be made by calling the Group Bookings Office on 08702 411414.

## General Information:

- **Cancellations.** Cancellations must be made at least 48 hours in advance of your arrival time. The Canterbury Tales retains absolute discretion as to whether late cancellations will be charged. Standard fees for late cancellation are 100% of the booking. To cancel your booking please call 08702 411414
- **No-shows.** The Canterbury Tales retains absolute discretion as to whether groups who do not arrive for their tour will be charged. Standard fees for no-shows are 100% of the booking.
- **Refunds.** The Canterbury Tales retains absolute discretion as to whether refunds will be given.
- **Tours.** Groups will be split into smaller groups on arrival and will tour in groups of approximately 10-12 people. All tours are audio guided, foreign language commentaries are available.

## On the day of the visit:

- We ask all groups to arrive at least 10 minutes before their scheduled tour time. The Canterbury Tales reserves the right to refuse entry to any group arriving after their scheduled tour time. The Canterbury Tales retains absolute discretion as to whether late arriving groups / people will be charged for their tour. Standard fees for late arrival will be 100% of the booking.
- To notify the attraction of the group's late arrival please call 01227 454888.
- The attraction is located on St Margaret Street, Canterbury, Kent, CT1 2TG.
- Groups arriving with less people than originally booked will be charged for all pre-ordered tickets.
- The Canterbury Tales reserves the right to refuse entry on to a tour or remove any person who:
  - Arrives late for their tour.
  - Is suspected to be under the influence of drugs or alcohol.
  - Does not respect the historical nature of the attraction.
  - Behaves in a manner which is disruptive to the enjoyment of other visitors.
  - Behaves in a manner which compromises the safety of other visitors or staff.
  - Uses verbal or physical threats or insults toward any member of staff.
- You will be added to Continuum's mailing list following your visit so we can contact you with information on our special offers and events. If you do not wish to receive any further communication from us following your visit please notify us by calling +44 (0) 8702 411414 or emailing [groups@continuum-group.com](mailto:groups@continuum-group.com)