



GROUP BOOKINGS SPRING 2022

Thank you for your interest in visiting Caerhays Castle and Spring Gardens. In this pack you will find some useful information to help you decide how we can make your day as enjoyable as possible.

During your time here you can visit the castle and gardens, walk in the grounds or visit one of the stunning beaches which make up the estate. Caerhays has an international reputation for its camellias and rhododendrons and is home to one of Britain's four National Magnolia Collections. As well as guided tours of the castle and gardens, you can enjoy refreshments served at the Magnolia Tea Rooms, the Beach Café, or in the castle itself.

However you would like to spend your visit to Caerhays, our bookings coordinator will be delighted to discuss your requirements for an enjoyable day out, tailor-made with your group in mind.

Should you wish to make a booking, please fill in and return the attached booking form or if you have any queries or would like to discuss your booking further, please do get in touch with us on the details below.

We look forward to hearing from you!

groupbookings@caerhays.co.uk

01872 501310

OPENING DATES 2022

Gardens: Monday 14th February - Sunday 12th June.

Gardens will be open daily between 10:00 am and 5:00 pm – last entry at 4:00pm.
Dogs on leads are welcome.

Castle: Monday 14th March - Friday 10th June.

Castle visits by guided tour only. Weekdays (Including bank holidays and some Saturdays as advertised on our website) at 11:30, 13:00 and 14:30:
We regret that dogs are not allowed in the castle.

Magnolia Tea Rooms: open every day during the spring season, 10:00 am – 4:30 pm.
Unfortunately dogs are not allowed in the tea rooms, but are welcome in the covered seating area in the courtyard.

Caerhays Beach Café: open most days (weather dependant)
Tel: 01872 501 115

Out of season bookings will be subject to availability and may incur an additional fee



GROUP BOOKING TARIFFS 2022

TICKET	Adults	Children (6 – 16)	Children Under 5
Unguided Gardens	£9.00	£4.00	Free
Guided Garden Tour	£15.00	N/A	N/A
Unguided Garden and Castle Tour	£19.00	£7.00	Free
Guided Garden Tour and Castle Tour	£24.00	N/A	N/A

GROUP BOOKING INFORMATION TOURS



CASTLE TOURS - approx. 45 minutes to 1 hour.

As the Castle is still very much the home of the Williams family, all visits are by guided tour only.

Our usual tour times are 11:30, 13:00 and 14:30, however on occasion we can be flexible in order to accommodate your group.

GARDEN TOURS

Groups of 10 to 30 please allow 2 hours / Groups of 30 or larger please allow 2.5 hours.

Our excellent garden tours are conducted by our Head Gardener Jaimie Parsons or his assistant Michael Levett, who are both extremely knowledgeable.

Garden Tours with Charles Williams subject to availability and may incur an additional charge.

COMBINED CASTLE AND GARDEN TOURS

Please allow 3.5 to 4 hours.

SPECIAL EVENTS & VIP TOURS

We offer bespoke tours tailored to your individual requirements.

❖ WELCOME DRINKS OR CHAMPAGNE AND CANAPE RECEPTIONS

❖ WELCOME TALK WITH A MEMBER OF THE WILLIAMS FAMILY
(Subject to availability)

❖ PERSONAL TOUR OF THE CASTLE AND/OR GARDENS
With a member of the Williams Family (subject to availability) or our excellent Caerhays guides

❖ VIP DINING IN THE CASTLE

We can cater for a maximum of 50 people inside the castle.

Prices will depend on your group size, itinerary and menu, which we will be delighted to discuss with you. Full menus are available on request.

Please contact us to request further details.

WHAT'S HERE?

MAGNOLIA TEA ROOMS

During your visit you are welcome to visit our Magnolia Tea Rooms which provide light lunches, snacks, and cream teas from 10:00 am to 4:30 pm.

Please note that while prior booking in the Magnolia Tea Rooms is not necessary, we do ask that if your group are planning to visit the tea rooms you notify us prior to your visit to prevent disappointment on the day.

CAERHAYS BEACH CAFÉ

Situated on Porthluney (Caerhays) beach, right next to the car park for Caerhays Castle and Gardens. The Beach Café is open during the daytime and for special evening events during the spring/summer season, although opening hours are often weather dependant. For further details please contact them on 01872 501 115, or find them on Facebook.

PLANT SALES & GIFT SHOP

All of our plants are sourced from Burncoose Nurseries.

Burncoose Nurseries and Gardens are also open to the public, for further information please see www.burncoose.co.uk or contact 01209 860 316.

GARDEN GUIDE AND CAERHAYS CASTLE BOOK

Garden Guide books are available to purchase on the day of your visit from our ticket office. Each Guide book contains a garden map, with our coloured garden routes outlined. Please note: garden maps are not available to purchase separately during your visit. The hardback edition of 'Caerhays Castle' by Charles Williams, Peter Herring, Jaimie Parsons, Courtenay Smale, and Stephen Tyrrell is also available to purchase online, by telephone or in our gift shop.

GROUP VISITS - FURTHER INFORMATION

Group booking discounts apply only to groups of 10 or larger.

We do understand that sometimes due to matters beyond your control numbers may fall below 10; however we reserve the right to charge for 10 people should a guided tour be booked, or to charge the standard rates for unguided access. No special offers or other discounted entry rates will apply in conjunction with any group visit discount.

Payment can be made by credit/debit card, cheque, cash or BACS payment, payable to F. J Williams Estate, Account: 73085929, Sort: 20-87-94.

We kindly ask that you arrive promptly if a guided tour is booked to avoid delays for other groups later in the day. Should your group arrive late, you may forfeit your allocated tour timeslot. In this case your group will be asked to wait until a convenient time later in the day.

Comprehensive information packs for visitors with disabilities or mobility concerns are available by email, post or on the day of your visit. To request a copy please contact the bookings coordinator.

HEALTH & SAFETY GUIDELINES FOR GARDEN VISITORS

Please wear suitable clothing and footwear (i.e. boots) for your trip around the garden which will extend to around 1½ miles and involve some steep slopes if you opt for the longest routes.

Slipping and tripping hazards are very real in a woodland garden like Caerhays especially after spring gales and heavy rain. Please therefore stick to the paths at all times and proceed with particular care when conditions are wet underfoot.

The garden does contain hidden hazards especially for children (e.g. steep slopes and quarries) and it is therefore essential that children are accompanied at all times.

Those with disabilities should seek more detailed help and advice on arrival.

This advice is also available on our website, www.caerhays.co.uk

Whilst Caerhays Estate has taken reasonable measures to eliminate risks for visitors it is not possible to remove every conceivable risk in a woodland garden of this sort. The responsibility for the safety of visitors should therefore be seen to be shared between visitors and the Estate.

During adverse weather conditions the gardens may be closed for safety reasons. Details will appear on the notice board near the beach or please phone the office on 01872 501310 for up to date information.

Well behaved dogs are welcome in the gardens and on the beach only. All dogs must be on leads. We regret that dogs are not allowed in the castle.

IMPORTANT INFORMATION FOR COACH DRIVERS

Due to our rural and secluded location, the journey to Caerhays can be difficult if you have never visited us before. Your journey will involve narrow country lanes and tight bends, as well as a lack of adequate satellite navigation information. (Please advise your coach driver not to use Satnav as it will take you on roads unsuitable for coaches).

For coach directions please ensure that your driver views our website, at <https://visit.caerhays.co.uk/visit-us/directions/access-by-coach/> and make sure that they are aware that parts of the journey will be narrow with sharp bends.

We strongly advise that you ask your driver to call the estate office prior to your journey for further information. Caerhays Estate Office: (01872) 501 310

The narrow Cornish lanes around Caerhays mean that coach drivers need to plan their route carefully. The straightest and best route from the main A390 is marked in purple on the map. (This map can be viewed more clearly on our website).

Coaches may come up to the disabled parking area (beside the castle courtyard) to drop off passengers. Please note that our disabled parking area is of limited size and for health and safety reasons we politely ask that your driver park the coach down at the main car park (Porthluney Beach) Please note the coach will enter via the emergency access gates on arrival. We also recommend allowing 10 minutes to return to the coach from the shop/exit at the end of your visit.

**PLEASE DO NOT FOLLOW BROWN SIGNS FOR CAERHAYS
ESTATE**

<https://visit.caerhays.co.uk/visit-us/directions/access-by-coach/>

https://visit.caerhays.co.uk/wp-content/uploads/2019/02/coach_route_main.png



CAERHAYS CASTLE & SPRING GARDENS, Gorran, St Austell, Cornwall, PL26 6LY
 Phone: 01872 501310, Email: groupbookings@caerhays.co.uk

GROUP BOOKING FORM - 2022

Name of Group			
Date of visit			
Number in Group			
	Children (5-16)		
Total Group Number			
Time of Arrival	<i>If your group is planning to have a Castle or Garden Tour your arrival time must be at least 15 minutes prior to the start time of your tour.</i>		
Time of Departure	(approx.)		
Time of Garden Tour*	Please specify time - last tour 15:00 *Garden tours are subject to the availability of our head and assistant head gardeners		
Time of Castle Tour	Castle tours take place on weekdays only, please specify your preferred time -	11:30 13:00 14:30	
If taking a castle or Garden tour -	Are all members of your group English Speaking?		

CONTACT DETAILS

Name of Group Organiser	
Telephone	
Email	
Address	

DETAILS OF YOUR VISIT

Guided Castle Tour	(up to 1 hour)	Y/N
Guided Garden Tour	(Up to 2.5 hours)	Y/N
Unguided Garden		Y/N
Catering required?	(See below and group booking pack for more information)	Y/N
<i>Your group is welcome to visit the Magnolia Tea Rooms or Beach Café (when open), or bring a picnic lunch – however in order to avoid disappointment we do ask that you give us advance notice.</i>		
Catering: Please specify		
If booking catering – please state any special dietary requirements		
Arriving by:	Coach	Car/s
		Other