**FAQs and general advice to help you plan your visit to**

**The Times and Sunday Times Cheltenham Literature Festival 2018**

**HOW DO I BOOK TICKETS?**

* Just fill out and submit the online booking form.
* Ticket prices are listed in the brochure. Tickets for teachers and other accompanying adults are free.
* Let us know in advance if any pupils in your group have special requirements e.g. wheelchair access, hearing loop.
* Don’t forget to reserve places in our bookable lunch space!

**WHAT HAPPENS AFTER I’VE SUBMITTED MY BOOKING FORM?**

* Subject to availability you will receive an email confirming your booking. If an event is no longer available we will let you know and advise you about other events which your pupils might enjoy.
* Once your booking is confirmed it cannot be cancelled without penalty. Please see our **cancellation policy** available on our website.
* We understand that class numbers can fluctuate, particularly over the summer holiday, so we set a deadline of **Friday 7th September 2018** for you to notify us of minor adjustments to your numbers. We will accommodate these changes **subject to availability**.
* In the middle of September, the person who made the booking will also receive:
* a separate ticket document which you should bring with you when you visit the Festival;
* an **‘Important information about your visit’** document which includes a map of the Festival site with information about where the **new** drop off point is, and a venue list.
* We will email an **invoice for the full cost** of your booking to your school finance office **by** the **end of September 2018**.

**WHAT CAN WE DO TO PLAN AND PREPARE FOR OUR VISIT?**

* Please arrange your travel so as to arrive a minimum of **30** minutes before the scheduled start of your first event.
* Advice for planning a risk assessment can be found on our website under ‘planning your visit’.
* Read as many books by the author/s you are going to see as you can.
* Find out about the author, and then think about what else you would like to know about him/her. They love thoughtful and unusual questions!
* Remember your question so that you can ask it during the ‘Q and A’ section of the event (as long as it hasn’t been asked already!) – and/or go and meet the author after the event in the Waterstones Children’s Book Tent.
* Don’t forget to bring your books with you if you would like them to be signed, or bring money if you want to buy a book.

**WHAT ABOUT WHEN WE GET THERE? IS THERE ANYWHERE TO PARK? WHERE DO WE GET OFF THE COACH? HOW WILL WE KNOW WHERE TO GO? AND OTHER QUESTIONS!**

* All the Literature for Schools events and workshops for 2018 will take place on the **Montpellier Gardens site**.
* **The designated drop-off point is on the West (Promenade) side of Imperial Gardens,** as marked on the map; the nearest postcode for this is GL50 1PZ.
* Car parking will be suspended on this side of Imperial Square, adjacent to the Holst fountain. Your coach should pull in, **facing South** (up the hill in the direction of Montpellier Gardens), so that you can disembark safely. Coaches will not be able to stop on the other side of the road. **Please ensure that your coach driver is aware of this.**
* Festival staff, wearing purple high visibility jackets, will be waiting for you. They will meet and greet you and escort you safely to your venue on **Montpellier Gardens**. **Please aim to arrive a minimum of 30 minutes before your first event** to allow for this short walk**.**
* Coaches must leave the drop-off point swiftly. They can park free of charge at Cheltenham Racecourse, GL50 4SH, until returning to pick you up.
* If travelling **BY MINIBUS,** you may either find a parking place and then report to us at the promenade, or drop off your pupils with a member of staff and then find a parking place. There are car parks nearby on Rodney Road and Bath Parade:

<http://en.parkopedia.co.uk/parking/carpark/rodney_road/gl50/cheltenham/>

* If you will be arriving **ON FOOT,** please come to the drop off point so we can check you in and let you know of any last minute venue changes.
* Festival staff will be on hand to deal with queries and provide assistance throughout your visit. All our venues are fully accessible, and the venue managers will be expecting you.
* With the exception of the Story Trail, character meet and greets and pop-up storytellers, all events take place under cover.
* Books and small gifts may be purchased at the Waterstones Children’s Book Tent.

**WHAT ABOUT DURING EVENTS/WORKSHOPS**

* Supervision of pupils/children whilst waiting to access the venue, during intervals, and on exiting the venue is the responsibility of the accompanying teachers/adults.
* If a child in your party needs to leave a venue for any reason, a responsible adult must accompany him/her. Please ensure the rest of your group is adequately supervised as Cheltenham Festivals does not act in loco parentis.
* All mobile phones must be switched off.

**WHERE CAN WE EAT LUNCH? WHAT IF THE WEATHER’S BAD?**

* There is plenty of space to picnic on the Festival site. Alternatively you can reserve a 30 minute bookable lunch space when you fill out the booking form. But spaces are limited so do book early!

**CAN WE MEET THE AUTHOR AND HAVE BOOKS SIGNED?**

* Yes, and we encourage it! Authors love meeting young readers.
* Authors will be waiting to meet you, answer your questions, and sign your books in the Waterstones Children’s Book Tent after their event.

**OTHER INFORMATION**

* Toilets are located on the Festival site.
* On occasion, technical preparations force us to delay access to a venue. We endeavour to keep waiting to a minimum, and recommend that children are dressed appropriately for the weather conditions on the day. We would appreciate your understanding should this happen to you.
* There will be a fully-trained First Aider on duty.

**PHOTOGRAPHY AND FILMING**

* Official Cheltenham Festivals’ photographers and film crews may be present at school events to capture engagement. They will always ask your permission and will not name individuals, although schools may be named. We use this material for marketing both during and after events and to demonstrate impact in reports, on our website, and in brochures.