

Dickens World

School Group Booking Information Pack

INTRODUCTION

It is Dickens World's pleasure to invite you to our Dickensian London, where you will meet various characters who will tell you of the life and times during Queen Victoria's reign and the wonderful novels that the great author Charles Dickens brought to life.

CONTENTS OF THIS PACK

Inside this pack you will find all the information you need about bringing your school or group to visit us, with details of our opening times, prices, parking, tips and potential quizzes that you and your group can participate in.

To help you plan your day more effectively we have included some background information regarding our attraction and how our attraction can be tied in with the National Curriculum.

Dickens World has included a quiz that you are welcome to photocopy for your group. Alternative workshops are available which will be explained through this booklet.

PRIOR TO YOUR VISIT

Dickens World will endeavour to cater for your groups needs wherever possible. To aid you in deciding all aspects of your visit Dickens World offers a free site visit for you by prior arrangement. Please see the main group booking information for full details.

UPON ARRIVAL WITH YOUR GROUP

Upon arrival your group will be welcomed by one of our costumed characters who will give you a brief health and safety talk before you start your exploration. Dickens World is a free flow attraction, therefore guided tours are not always available if not pre-booked, should you wish to ensure that your group receives a guide please let our Bookings Office know at time of booking and they will inform you of the options available.

If you have booked any talks or areas at set times then these will be confirmed during this first health and safety talk.

Dickens World

DICKENS WORLD LAYOUT

Dickens World is a fully themed visitor attraction set over two floors.

GROUND FLOOR: Collards Grocery, Dotheboys Hall, Crime and Punishment, Great Expectations Boat Ride, Haunted Man, Peerybingle's Pawnbrokers, Central Themed Courtyard.

2nd FLOOR: Peggotty's Boathouse, Britannia Theatre, Fagin's Den, The Six Jolly Fellowship Porters, Old Curiosity Shop.

Throughout the attraction it is possible to split groups so as they are more manageable. If you require us to work out the simplest separation for you please let us know prior to your visit and we will contact you with our suggestions.

GENERAL INFORMATION AND GUIDANCE

OPENING TIMES

Dickens World is open from 10:00am until 4:30pm, with a last admission at 3:00pm. Seasonal variations and closures do apply.

FIRST AID

There are qualified first aiders on site. Ask a member of team and they will direct you appropriately.

LOST PROPERTY

If you think you may have lost an item on site please contact any member of team as soon as possible so that we can try to locate it. If you realise after you have left the site please contact us on 01634 890421 with your visit date and an accurate description of the item.

LOST PERSONS

You can ask any member of team for assistance if you become separated from other members of your party and they will alert other members of team using a radio and tannoy system.

BEHAVIOUR AT DICKENS WORLD

Good behaviour is expected of all visitors at Dickens World. Our Team are trained to enforce these regulations for the benefit of all guests and will instruct children to behave where necessary.

COACH PARKING

The drop off point for coaches is located behind Dickens World and we have three coach bays in our main car park. If these have been occupied then alternative coach parking is available at the Chatham Historic Dockyard.

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HEIGHT RESTRICTIONS

To go on the Great Expectations Boat Ride you must be over 1m and children under 10 years must be accompanied by an adult.

To enter Fagin's Den Soft Play Area you must be under 1.4m.

ACCESS FACILITIES

Dickens World is accessible for wheelchair users however to board the Great Expectations Boat Ride all visitors must be able to get in and out of the boat unaided and be capable of walking a short distance.

Strobe lighting and flash photography is in use throughout Dickens World.

Further details of the Dickens World access statement are available on the contact page of our website www.dickensworld.co.uk.

FOOD AND DRINK

Dickens World has a full restaurant to purchase food and drink. You can pre-order food for your group or arrange pre-made packed lunches, further information is available in this booklet. Alternatively your group can bring packed lunches however space for this facility is limited and must be pre-booked, please inform the bookings office of your intentions when booking.

Dickens World does not have a left baggage area and therefore we ask that you do not bring with you more than you can carry with you throughout your visit.

Food from outside food retailers **cannot** be eaten within Dickens World.

RETAIL

Dickens World has two retail outlets where visitors are welcome to buy products, alternatively you may wish to pre-order retail items, further information is available in this booklet.

GUIDEBOOKS

The perfect souvenir for your group to remember their Dickens World visit is our Guide Book. Should you wish to buy Guide Books for your group these are available to pre-purchase at a reduced rate of £1.50 each for a minimum of ten Guide Books (£2.00 each if you pay on arrival). These can be purchased for collection on the day or we can send these to you however a postal charge will apply.

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GROUP BOOKING PRICES

Key Stage	Price Medway Area	Price Kent, London, Essex, Sussex & Surrey	Price All Other Areas	Ratio Teacher: Children
1 & 2	£3.75	£4.25	£6.50	1:5
3	£4.50	£5.25	£6.50	1:10
4	£5.50	£6.25	£9.00	1:10

HOW TO BOOK

All visits should be pre-booked in advanced. Please telephone us on 01634 890421 or email bookings@dickensworld.co.uk to discuss your requirements. Our bookings office is open from 09:30-17:30 Monday to Friday excluding UK bank holidays.

We open at 10.00am and book groups in half hour intervals with only one group at each time. There is not a guided tour, you are free to visit the different attractions in whichever order you like and as many times as you want. Once inside we ask schools to split into smaller groups, each lead by a teacher to supervise the children, and to visit different areas so that you do not cause queues for yourselves. The latest arrival time we recommend for groups is 1.30pm to allow sufficient time to see everything before we close 4:30pm.

From September until Easter Dickens World will close every Monday. Dickens World will be closed on Christmas Day and 26th December as well as some midweek days in January for annual maintenance.

If you would like to make a booking please complete a booking form and return to us or you can email all of the required details. We will then make a provisional booking and send the information to you. You will then need to confirm the final numbers and make full payment no later than 10 days before your visit. Confirmed tickets are non-refundable but extras can be paid for on the day.

If you wish to have an advance booking to guarantee your admission time then we ask that full payment is made no later than 10 days in advance. If you wish to pay by card or cash on arrival you can but you will not be booked in. If there is a queue at admissions your group leader will have to join that queue to make payment. If a pre-booked group is already in admissions when you arrive then you will have to wait for them to be admitted before you will be able to come in.

PAYMENT METHODS

Dickens World accepts card, cash and cheques. Cheques should be made payable to Dickens World Ltd and must be received ten days prior to the visit to confirm your booking. We also accept Visa, MasterCard, Switch, Maestro and Solo.

Currently Dickens World must receive payment in advance to confirm the booking and does not operate an invoicing system.

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Education Retail Packs

At Dickens World, we understand that supervising large groups of children in a gift shop can be a stressful experience. With this in mind, we have prepared some retail packs that can be pre-purchased & collected at the end of your visit. Please note payment for this should be made separately than payment for your Dickens World attraction visit.



Dickens World Stationery Set, £4.00

Includes: Dickens World Notepad, Quill, Eraser & Pencil



Dickens World Fun Pack, £4.00

Includes: Dickens World Stationery Set (Pencil, Ruler & Sharpener in a case), Shimmer Ball & Beaker



Young Authors, £3.50

Includes: Dickens World Guide Book, Notepad & Pen Set



Victorian Activity Set, £4.50

Includes: Victorian themed colour-in posters & postcards, Notebook, Quill, Pencil, Colouring Pencils & Stickers



Young Readers, £5.50

Includes: Real Read Book (Choice of A Christmas Carol, Oliver Twist, Great Expectations, Bleak House or David Copperfield) & Dickens World Pen

Please note:

Dickens World cannot guarantee the colour of items supplied.

It may sometimes be necessary to substitute a product for one of equal or higher value.

All packs are subject to availability.

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Food Packages at Dickens World

Dickens World appreciates that students carrying around food all day can be tiresome, so we have created two packages that can be ordered prior to your visit.

Cold Package:

A Sandwich
A Packet of Crisps
A Piece of Fruit
A Carton of Squash

£2.00 per child

Hot Package:

Sausage and Mash with peas or beans served with gravy
Or
Tomato Pasta Bake with Garlic Bread
A Muffin
A Carton of Squash

£3.00 per child

If you feel there is something that your students may enjoy more please contact us so as we can discuss.

An allocated area will be arranged for your students at a time that is convenient for you.

You are welcome to order these packages for your adult group leaders as well if you wish but please be aware that they will be a child size meal.

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Resource Packs- KS 1 & 2 (aged 5-11 years)

Each school group also gets to experience a five minute session in Dotheboys School Room with our strict Victorian school master.

If the full class arrive in costume each child will receive a complimentary gift. Please advise us in advance if you intend to do this so that the gifts can be prepared for you.

Dickens Picture Trail (50p per child)

Armed with their ready prepared worksheets, pupils are encouraged to use observation skills while following a pictorial trail around the attraction. Once all of the clues have been completed students are encouraged to work out a simple anagram, all correct entries place the specific class in a prize draw to win a complimentary visit for the class in 2011.

Dickens Storytelling (50p per child – maximum group size 30 - 30 minutes)

After a day of fun invite your pupils to storytelling with one of our costumed characters. You can choose from a variety of A Christmas Carol, Oliver Twist or Great Expectations.

Dickens Dress Up (£1.00 per child – maximum group size 20 – duration of your visit)

Get your class into the true Dickensian spirit by hiring costume from Dickens World. All pupils will be given either a mop hat and apron or cap and waistcoat, taught the basics of Victorian etiquette.

Dickens Guided Tour (£1.00 per child – maximum group size 20 – 30 minutes)

Be guided by your individual costumed host around the full attraction with a full explanation of all aspects of life and times of Victorian England. The tour will last half an hour in which we would hope to have shown your group a majority of the attraction with a detailed description of all areas.

Meet a Dickensian Character (£40.00 per group – maximum group size 30 – 30 minutes)

Get to meet one of our Dickensian Characters on a one to one basis. Enjoy whilst they tell your pupils about their life and Victorian ways of life and afterwards have the unique opportunity to ask them questions and compare Victorian times to our in the 21st Century.

Where Dickens fits in the Victorian Era (£40.00 per group – maximum group size 30 – 30 minutes)

A brief talk by a costumed character, together with worksheets aimed at developing an insight into where to place people and inventions in Victorian history. After the talk the class is encouraged to form a timeline and in groups discuss what aspects of modern history the development of that item or how that person has structured modern life.

Victorian Costume (£40.00 per group – maximum group size 30 – 30 minutes)

A costumed character explains the costume of the day with visual display of the variety of clothes worn and how this dictated your stature and class. With an opportunity for the class to discuss and draw different types of clothing and worksheets give each pupil the opportunity to draw their own Victorian costume.

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Victorian Children (£40.00 per group – maximum group size 30 – 30 minutes)

A talk designed to inform all children the differences between childhood in Victorian England and modern day UK. Looking at the class differences and how this would have affected the lifestyle and careers that you would have had.

Spare a Shilling? (£40.00 – maximum group size 30 – 30 minutes)

An introduction to Victorian money and its value, including how to add the currency up, its value and how wages varied in Victorian England. A useful insight into history whilst developing mathematical skills. Pupils will be able to see and touch the older currency and discuss the differences with today's currency.

Victorian Art and Craft (£40.00 per group – maximum group size 20 – 45 minutes)

Be taught the basics of Victorian scrap booking and making Victorian picture frames with a modern twist. Pupils are encouraged to cut out various pictures and place them on either a frame or page to a theme. Scrapbooking was a very popular recreation during the Victorian period encouraging children to create a moment in time. All creations may be taken home.

Overseas school groups are very welcome to book any of the tours and talks but please be aware that all will be conducted in English.

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Resource Packs- KS 3 & 4 (aged 11-16 years)

Dickens Guided Tour (£1.00 per child – maximum group size 20 – 30 minutes)

Be guided by your individual costumed host around the full attraction with a full explanation of all aspects of life and times of Victorian England. The tour will last half an hour in which we would hope to have shown your group a majority of the attraction with a detailed description of all areas.

Dickens World Customer Service (£40.00 per group - maximum of 30 students – 30 minutes)

A unique opportunity to find out Dickens World's customer service strategy and the different types of market research that we conduct to ensure visitor satisfaction. Discuss successful and unsuccessful customer service and the steps needed to ensure 100% visitor satisfaction at all times.

Dickens World Marketing (£40.00 per groups – maximum 30 students – 30 minutes)

Find out how Dickens World markets this unique attraction. Who and where it's marketing is aimed at and how our message is most effectively managed in this ever competitive market place.

Differences in Social Attitude (£40.00 per group – maximum 30 students – 30 minutes)

An opportunity for your students to meet two Victorian characters with vast differences. One of the characters will be that of the lower working class the other of aristocracy. This interactive talk gives students the opportunity to discuss the difference between the classes in Victorian times and how this perception has changed over the years.

Spare a Farthing? (£40.00 per group – maximum group size 20 – 45 minutes)

A discussion on the differences in the metric and imperial system including money and distances. They will learn how to add up values and distances and the differences with today's metric system. A useful insight into history whilst developing mathematical skills. Pupils will be able to see and touch the older currency and discuss the differences with today's currency.

Dickens World's Geography and Travel (£40.00 per group – maximum group size 30 – 30 minutes)

A look at why Dickens World was placed where it was and a look at transport and travel around the area as well as distances between other local attractions. This section is aimed towards developing an insight to local geography, also developing mathematical skills and general map reading. At the end of this session students are encourage to present an itinerary based on their findings.

Overseas school groups are very welcome to book any of the tours and talks but please be aware that all will be conducted in English.

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BACKGROUND INFORMATION ON ATTRACTIONS WITHIN DICKENS WORLD

Please find below a brief outline of all of our attractions. These are intended purely as a guideline and a further insight is available through the Dickens World Guide Book which is available to pre-purchase at a reduced rate of £1.50 each for a minimum of ten Guide Books (£2.00 each if you pay on arrival).

THE COURTYARD

In our main courtyard area you can meet a variety of Dickensian characters who will gladly tell you of the life they live during Queen Victoria's reign. In this area the Dickens World Players also invite you to watch and occasionally interact in our Courtyard shows.

DOTHEBOYS HALL

This school room is mentioned within the novel Nicholas Nickleby, as Nicholas is forced to become the assistant to the evil Mr Squeers. In this area your class are invited to meet Mr Squeers and discover strict Victorian schooling whilst enjoying an electronic game of snakes and ladders.

COLLARDS GROCERY

Collards Grocery is a reproduction of a shop that Charles Dickens would have used that was situated in North Street in Strood, Rochester. In this area you can learn about the differences in class divides.

WARREN'S BLACKING MANUFACTORY

At the age of 12 Charles Dickens was forced to start his first job at Warren's Blacking Manufactory.

PEERYBINGLE'S PAWNBROKERS

Peerybingle's Pawnbrokers is mentioned in Cricket in the Hearth, depicting the frequently visited place of the poor. Often the lower classes would pawn there Sunday best clothes every Monday only to attempt to buy them back on Friday. Here you can view your photographs from the Great Expectations Boat Ride.

MR VENUS' SHOP

This area is reproduced from Our Mutual Friend and shows some of the unusual objects which used to intrigue the Victorians.

MRS MACKLIN'S MUFFIN PARLOUR

This area originally appeared in Sketches by Boz, now light refreshments are available from this area. (Seasonal closures may apply)

CRIME AND PUNISHMENT

As you make your way through the Crime and Punishment area you feel how cramped and damp the environment of Victorian prisons such as Newgate and Marshalsea could be. Also listen to the tales from our resident prisoners as you make your way to the Great Expectations Boat Ride.

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GREAT EXPECTATIONS BOAT RIDE

The Great Expectations Boat Ride takes you on a travel through one of Charles Dickens' most famous novels and the journey of the villainous Abel Magwitch. (Restrictions to access apply)

THE HAUNTED MAN

As you travel through the corridors of the Haunted Man you are introduced to some creepy and memorable characters that Charles Dickens wrote about. This attraction uses "Pepper's Ghost" effects which were first used in Victorian times.

BRITANNIA THEATRE

Charles Dickens would have visited the Britannia Theatre, originally at 115/117 Hoxton, London, during his life. In this grand replication we welcome you to watch our animatronic show which introduces you not only to the author himself but the characters themselves.

PEGGOTTY'S BOATHOUSE

This 4D experience takes you through the travels of Charles Dickens.

FAGIN'S DEN

Fagin's Den is a soft play area for younger children to enjoy. (Restrictions to access apply)

THE SIX JOLLY FELLOWSHIP PORTERS

Mentioned in *Our Mutual Friend* and *Dombey and Son*, this area is our main restaurant and bar where a wide variety of hot and cold food and drinks are available. For groups we can also arrange packed lunches or hot meals, please mention at the time of booking.

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CHARLES DICKENS TIMELINE

- 1812 – Charles Dickens born 7th February
- 1817 – Charles Dickens' family move to Chatham
- 1824 – John Dickens imprisoned for debt and Charles forced to work in a blacking factory.
- 1829 – Charles Dickens becomes a freelance reporter.
- 1833 – Sketches of Boz first appears in Monthly Magazine.
- 1836 – Dickens marries Catherine Hogarth
- 1837 – Pickwick Papers published
- 1838 – Coronation of Queen Victoria
Oliver Twist and Nicholas Nickleby published
- 1841 – The Old Curiosity Shop published
- 1842 – Dickens visits America
- 1843 – A Christmas Carol published and sells out in six days.
- 1844 – Martin Chuzzlewit published
- 1846 – Dickens visits Switzerland and France
- 1849 – Dombey and Son published
- 1850 – David Copperfield published
- 1853 – Bleak House published
Dickens visits Italy
- 1854 – Hard Times published
- 1855 – Dickens moves to Gads Hill Place
- 1858 – Catherine and Charles separate.
- 1859 – A Tale of Two Cities published
- 1861 – Great Expectations published
- 1865 – Our Mutual Friend published
- 1867 – Dickens visits America
- 1870 – Charles Dickens dies June 9th and is buried in Westminster Abbey.

Dickens World

Creating the Times of Their Lives

Information Sheet for Schools

Students must ensure that they keep this sheet with them at all times during the visit

School Specific Information

Teacher Name (1)	
Teacher Name (2)	
Teacher Telephone Number (1)	
Teacher Telephone Number (2)	
School Number	
Lunch Time	
Lunch Meeting Point	
School Talk Time	
School Talk Meeting Point	
End of Day Time	
End of Day Meeting Time	

Visitor Information

Opening Times

Dickens World opens at 10am and closes at 4:30pm.

Storage of Items

Dickens World does not have a left baggage area and therefore we ask that you do not bring with you more than you can carry with you throughout your visit.

First Aid

There are qualified first aiders on site. Ask a member of team and they will direct you appropriately.

Lost Property

If you think you may have lost an item please let us know as soon as possible and we will try to locate it for you. If you are no longer on site please contact us on 01634 890421 with your visit date and an accurate description of the item.

Lost Persons

You can ask any member of team for assistance if you become separated from other members of your party and they will alert other members of team using a radio or tannoy system.

Behaviour at Dickens World

Good behaviour is expected of all guests at Dickens World. Team are trained to enforce these regulations for the benefit of all guests and will instruct children to behave where necessary,