



Dear Group Leader

Thank you for requesting information for group bookings to Dickens World.

Please find enclosed all of our current information.

Our 2011 admission rates for pre-booked and pre-paid groups of 15 or more paying visitors are as follows:-

- £10.25 per adult
- £9.50 per senior citizen aged 60+ or students aged 16+ with valid student ID
- £6.50 per child aged 5-15 years inclusive
- Children 4 years and under are free of charge
- Disabled visitors pay the rate appropriate to their age and an essential carer is admitted free of charge
- Coach drivers are admitted free of charge
- For school groups 1 adult is admitted free of charge with every 10 children / students

We also offer 1 free familiarisation visit for the group organiser. Any additional organisers from the same group/school will pay £10.25 group adult rate on arrival. **This visit must be pre-booked** and can be done by telephone or email and I need to know what date and time you would like visit. A limited number of free places are available each day and we may not be able to offer this during busy periods.

At Dickens World we often have photographers and film crews in the attraction and we would like to know if you have any objection to being filmed or photographed during your visit. Please contact us if you require any further information on this matter.

If you require any further information please do not hesitate to contact me.

I look forward to helping you plan your group visit to Dickens World.

Yours sincerely

**E Mathews**

Elizabeth Mathews  
Bookings Co-ordinator



Dickens World, Leviathan Way, Chatham Maritime, Kent ME4 4LL

T: 01634 890421 F: 01634 891972 E: [bookings@dickensworld.co.uk](mailto:bookings@dickensworld.co.uk) [www.dickensworld.co.uk](http://www.dickensworld.co.uk)

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### **Provisional Booking Information:**

Once a provisional booking has been made you will be sent a provisional confirmation and a Proforma Invoice showing what has been held for you. **To confirm your reservation we will need to receive your final numbers and full payment no later than 10 days before your visit.** Payment can be made by credit/debit card by the due date. If you are making payment by cheque this will need to be posted before the due date in order for the funds to be received and cleared in time. Cheques should be made payable to Dickens World Ltd

If we have not received payment by the due date we will contact you to either confirm or cancel the booking. If we cannot contact you then your booking will be cancelled automatically.

### **Confirmed Booking Information:**

**Your 'Confirmation of Booking' is your payment receipt and admission ticket and it must be presented on arrival to gain entry for your group.**

Your entry time has been booked but once inside you are free to explore as you wish. However, if you have a large party we recommend that you divide into smaller groups in order to limit waiting times, especially for the Great Expectations Boat Ride.

**School groups please note that the free teacher places are offered in order for there to be enough teachers to properly accompany and supervise the students throughout their visit.** A maximum of 10 students with at least 1 teacher are permitted in our gift shop, The Old Curiosity Shop, at any time.

If your group numbers increase after payment has been made any extra tickets must be paid for on the day by card or cash. Unfortunately, we are not able to refund any unused tickets.

### **General Group Information:**

There is a coach drop off point behind Dickens World, approximately 200 metres from the entrance. Coach parking is available nearby. Full directions are sent with your Confirmation of Booking. Please ensure that your coach driver is given the directions and parking information.

Dickens World is an indoor attraction and does not have a picnic area. However special arrangements can be made for school groups only and should be arranged in advance.

Dickens World does not have anywhere for you to leave your bags so please do not bring in more than you wish to carry with you during your visit.

If you require any further information or assistance please do not hesitate to contact us by telephone on 01634 890421 or by email to [bookings@dickensworld.co.uk](mailto:bookings@dickensworld.co.uk)

May I take this opportunity to wish you and your group a very enjoyable day at Dickens World and we look forward to assisting you with your visit.





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## Group Lunch Offer

Please select from the options below – should you wish to order different options for group members, please ensure we receive menu choices no later than 10 days prior, along with any dietary requirements.

Soup & sandwich lunch	-	£4.50
<i>Homemade soup with warm baguette, followed by an assorted sandwich platter</i>		
Homemade Beef or Vegetable Lasagne	-	£6.50
<i>Served with garlic bread &amp; mixed salad</i>		
Hot Beef or Vegetable Chilli con Carne	-	£6.50
<i>Served with rice &amp; nachos</i>		
Chicken Korma or Vegetable Curry	-	£7.00
<i>Served with rice &amp; naan bread</i>		
Traditional Fish & Chips	-	£7.00
<i>Served with either mushy peas or petit pois &amp; tartare sauce</i>		
Traditional Homemade Pie	-	£8.00
<i>Choice of Chicken &amp; Mushroom or Steak &amp; Ale, served with chips or new potatoes; Seasonal vegetables &amp; Onion gravy</i>		

Please Note: All prices quoted are per head.

Package available for groups between 15 – 50 people

Available Monday – Sunday, 12pm-3pm

All group catering must be pre-booked and pre-paid

If you have any different requests please call to discuss your requirements





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### **Cream Tea**

Pot of tea – Choose from our selection of fruit & herbal teas  
Fruit scone with jam & cream

£3.50 per person

### **Afternoon Tea**

Pot of tea – Choose from our selection of fruit & herbal teas  
Fruit scone with jam & cream  
Selection of finger sandwiches  
Cake selection

£7.00 per person

*Add a glass of sparkling wine - £4.50 per glass*

Please Note:           Package available for groups between 15 – 50 people  
                                  Subject to availability.  
                                  Cream Tea & Afternoon tea is served after 3pm

## **Guide Books**

Dickens World Guide Books can be pre-purchased for your group  
at a cost of £1.50 each (Usual price £2.00)  
Minimum order 10 Guide Books

Guide Books can be pre-paid & collected on the day

Or we can post them in advance – postage & packing charges vary according  
to the number of Guide Books purchased, please ask for details

Requests for Guide Books to be posted must be made and paid in full  
at least 21 days before your visit to ensure that they arrive in time

Payment for Guide Books must be made separately from the payment for your group visit





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## What the Dickens?

To enhance your group visit to Dickens World, why not book an interesting and informative talk with our Dickens expert, Thelma Grove. All talks last for approximately 45 minutes, and are charged at £50.00 per group (maximum 50 adults per talk) – please choose from the following: -

1. The Birthplace of Dickens's Fancy
2. Dickens, Man of Kent/Man of the Medway
3. "The Greatest Reader of the Greatest Writer of the Age" – Dickens's public readings
4. Dickens and Childhood
5. Dickens and Education
6. Dickens, Friends of the Lions
7. Charles Dickens and the Poor Man's Child
8. Mr Popular Sentiment
9. Dickens's Portrayal of Women
10. "Foolish, Ridiculous and Offensive Women"
11. Reality and Illusion in *Great Expectations*
12. Charles Dickens, Crime Writer
13. Dinners with Dickens
14. Dickens, Disease and Disability
15. The Women in *David Copperfield*
16. Bringing Dickens World to Life
17. Dickens and the Working Woman

If you would like to book a talk for your chosen visit date, please fill in the details below and return it with your booking form.

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Contact Name: \_\_\_\_\_

Group Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Talk Number: \_\_\_\_\_

Visit Date: \_\_\_\_\_

Preferred Talk Time: \_\_\_\_\_ or: \_\_\_\_\_  
\_\_\_\_\_



School groups please see our Education Booklet for a selection of talks suitable for students



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## KEY VISITOR INFORMATION

Dickens World is an, innovative and exciting indoor visitor complex themed around the life, books and times of one of Britain's best loved authors, Charles Dickens. It takes visitors on a fascinating journey through Dickens' lifetime as they step back into Dickensian England and are immersed in the urban streets, sounds and smells of the 19<sup>th</sup> century.

With a host of captivating attractions, Dickens World features the Great Expectations boat ride, 'The Haunted Man', Dotheboys' Hall – a Victorian School Room, Peggotty's Boat House – a 4D high definition show, the Britannia Theatre with an entertaining animatronic show, and Fagin's Den – a soft play area. Offering a unique showcase for one of the world's best loved storytellers, Dickens World will truly offer visitors the 'day out of a lifetime!'.

Dickens World is based on a credible and factual account of Charles Dickens works and the world in which he lived. Working with The Dickens Fellowship great attention has been paid to the authenticity of the time, characters and story lines. It offers a new and entertaining way to enjoy Dickens and his characters as well as gaining an understanding of the times and conditions people experienced living in England in the early 19<sup>th</sup> century.

### Visitor information

**Opening times:** Tuesday – Sunday 10am – 4.30pm (last admission at 3pm), except Christmas Day and some mid-week days in January for annual maintenance. Extended hours apply during UK school holidays, bank holidays and weekends when we are open DAILY from 10am – 5.30pm (last admission at 4pm).

**Prices:** Adults £13.00, concessions £11.00, children £8.00  
Groups of 15+, Adults £10.25, concessions £9.50, children £6.50

**Estimated visit time:** Up to 4 hours

**Getting there:** Located next to The Historic Dockyard Chatham and the Factory Outlet Centre at Chatham Maritime. Only 1 hour from London, close to the M2, M20 and M25. Just a short taxi/bus ride from Chatham and Rochester stations, where trains run to London Victoria & London Charing Cross. The Eurostar link at Ebbsfleet, near Dartford, is 15 minutes away.

**On-site facilities:** Themed bar/restaurant, gift shop, disabled access to most areas and onsite parking with 1,450 spaces. Odeon Multiplex cinema and several branded restaurants are part of the complex.

**Address:** **Dickens World, Leviathan Way, Chatham Maritime, Chatham, Kent, ME4 4LL**

**Web site:** [www.dickensworld.co.uk](http://www.dickensworld.co.uk)

**Contact no.** 01634 890421

**Email:** [enquiries@dickensworld.co.uk](mailto:enquiries@dickensworld.co.uk) for general enquiries  
[bookings@dickensworld.co.uk](mailto:bookings@dickensworld.co.uk) for booking information





## Advanced Group Booking - Terms and Conditions

- To qualify for a group booking with discounted group rates, groups must comprise of a minimum of 15 paying persons over 5 years of age.
- All advanced group bookings will be considered as provisional, until full payment has been received.
- Dickens World will only deal with the person or company representative making the booking. That person shall then be deemed to be the person who is responsible for ensuring all payment is made for all monies due, and that the terms and conditions are adhered to.
- All bookings are identified with a unique reference number which must be quoted in all subsequent correspondence.
- You must advise of any additional numbers attending to those originally booked. Such changes should be arranged in advance as no guarantee of availability can be given.
- Increases to booked numbers, services and facilities, will be charged at prices applicable at the time of such revision.
- If on the visit date the group organiser attends with numbers less than that advised on the booking confirmation no refund will be made.
- If on the day of your visit your group arrives late and/or miss their allocated booking time, we can not guarantee admission.
- Dickens World reserves the right to alter or withdraw any package, facility, exhibit, event, service or price without notice, and to refuse admission to any party.
- Dickens World is only liable for refunding the cost of tickets at face value if the attraction is closed at your designated visit time.
- Certain access restrictions may apply so please check when booking.
- Dickens World is an indoor attraction and does not have a picnic area. We do however make a special concession for school groups and other youth groups. If you advise us at the time of booking that you would like to bring packed lunches for your group we can make space available. This will be either in our modern Education Room or on the tables on the upper balcony overlooking the courtyard, our staff will advise you on the day where you can eat. Food from outside food retailers **cannot** be eaten within Dickens World.
- We do not have a left luggage area, you will need to keep any bags you have with you throughout your visit.
- Dickens World requests that no large bags are brought to the Dickens World site.
- For the safety and security of all members of the public, visitors and their belongings may be searched before entry.

### Payment

- Full and final payment for all bookings must be received **no later** than 10 days prior to the visit date.
- If booking within 10 days of the proposed visit date full and final payment is required at the time of booking.
- Bookings are only confirmed once full payment has been received.
- Payments due will be advised by invoice, and need to be made in accordance with our terms and conditions.
- Cheques should be made payable to Dickens World Ltd and endorsed on the reverse with the unique booking reference number as shown on your Proforma Invoice.
- Accounts that have not been settled in full within 10 days of the visit date will be subject to automatic cancellation.
- Credit facilities are not available.

### Cancellations

- All cancellations of a booking must be made in writing by letter, email or fax.
- Booking cancellations received after full payment has been made will be subject to 100% cancellation charges.

### CODE OF CONDUCT

- Please ensure your students or group members respect other visitors and our staff.
- Dickens World reserves the right to ask visitors to leave if their behaviour disrupts the experience of others in the attraction.

