

*The Real*



## TEACHERS' INFORMATION PACK

**continuum**  
attractions

## CONTENT

- General Information & Your Booking 3-4
- Health and Safety 5-6
- Arriving at Mary King's Close 7-8
- Making the most of your visit 9

This information will help you and your group make the most of your visit.

If you have any further questions, don't hesitate to get in touch with Reservations Team:

The Real Mary King's Close,  
2 Warriston's Close,  
Edinburgh EH1 1PG

**Telephone:** 0131 225 0672

**E-mail:** [bookings@realmarykingsclose.com](mailto:bookings@realmarykingsclose.com)

**We hope you enjoy your visit to The Real Mary King's Close!**

## GENERAL INFORMATION & YOUR BOOKING

### IS MY BOOKING CONFIRMED?

Your proforma e-mail confirms that the slot has been provisionally booked.

However, the booking will only be confirmed if there is no money outstanding for the booking; this is also subject to cancellation unless it is received up to 14 days before the departure date.

Please read your reservation e-mail carefully; if any details need to be corrected, please telephone us at 0131 225 0672.

A copy of the full terms and conditions is available [here](#). In addition, the document includes details of additions to your group before the visit and details of the cancellation policy. If you do not inform us of your non-attendance 48 hours before your departure date, the booking will be subject to cancellation with no refund.

### CAN I MAKE CHANGES TO THE GROUP SIZE?

Additional group members, adults or children will be charged at our standard admission price if added after the 14-day confirmation period. We advise that this will also depend on the space available on the tour you have requested, and we also ask that this be requested in advance to avoid disappointment on the day. Prices and details can be found [here](#).

### HOW LONG IS OUR TOUR?

Your experience at the Real Mary King's Close will be one hour. You may also like to allocate time to visit the burgh courtroom gift shop in small groups (tour departure area) – further details are below.

In addition, please arrive at least 15 minutes before your tour departure time to allow timely check-in and access to the lunch room if applicable.

The toilets can also be found in our Burgh Courtroom area. Please ask a member of staff if you have issues finding them.

## WHERE CAN WE EAT OUR LUNCH?

The meeting room space can be booked (if available) for lunches at the cost of £50, which allows up to 1-hour use of the room. However, we recommend Princes Street Gardens for a picnic area on weather-appropriate days as it is within close proximity of our site.

## IS THERE SOMEWHERE TO LEAVE COATS AND BAGS?

We can provide containers to collect pupils' coats and bags for storage on-site. A team member will advise you on the day as we ask that these are not taken onto the close.

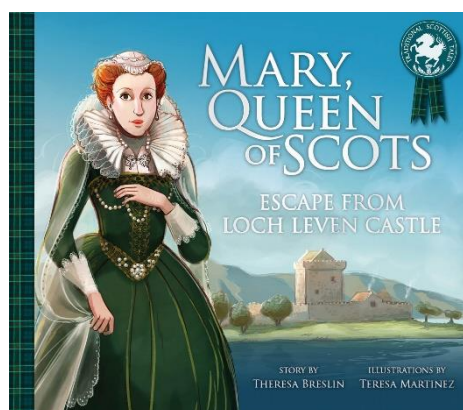
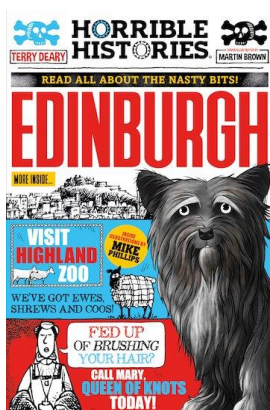
## AUDIO GUIDE INFORMATION



If your group requires audio guides, we can offer these via our smartphone app; please note that headphones are mandatory, but a script can also be found. Please download the app, and on the day, a four-digit code will be provided to unlock this. Please contact us from 09:00 on the day if you would like this before arrival. More information can be found on our website [CLICK HERE](#).

## IS THERE A SHOP?

The shop is located in our Burgh Courtroom at the end of your visit; we offer a wide range of low-cost products and educational reading materials suitable for younger visitors. If you would like to visit the shop, we ask that this is done at the end of your tour in small groups of around ten pupils if you have accompanied by an adult.



## HEALTH AND SAFETY

### SUPERVISION

Appropriate adult: pupil ratio will help ensure a safe and enjoyable visit. We require a minimum x1 adult to go down with each tour and one additional adult to be available above ground in the case of an under 16 having to leave the tour early due to toilet breaks or a medical reason. The Real Mary Kings Close does not take responsibility for anyone under 16. We have free tickets available to help work to our advised ratio. This includes - One teacher or adult helper being admitted free of charge with every six pupils aged under 12 and with every ten pupils aged between 12-18. The bookings team will have discussed your requirements to bring additional adults above these ratios and rates, if applicable, such as a carer. Please ensure that all adults are aware of their responsibilities as outlined in the arrival section.

### HEALTH AND SAFETY POLICY

The real Mary King's Close is committed to the principle of ensuring the health, safety and welfare of the general public with the attraction. Under the guidance of our Fire, Health and Safety Branch, an established policy sets out staff and management responsibilities for all areas of activity and the conduct of risk assessments.

**The following statements summarise the main provisions of this policy.**

All areas at The Mary King's Close open for visitor admissions have been assessed both for compliance with current Health and Safety requirements and with the provisions of the Equality Act (2010). Please be advised that we do not have wheelchair accessibility due to the nature of the site.

Regular inspections by operational, maintenance, and health and safety staff ensure that high levels of safety and visitor service are maintained. Cleaning and support staff are available at all times during public opening hours, together with supervisory support staff under the direction of a Duty Manager.

Emergency procedures are published for all public areas, and staff undertake regular fire and evacuation training. All wardens are in radio contact. Trained first aid staff are available throughout public opening hours.

## RISK ASSESSMENTS

The Real Mary King's Close has undertaken workplace risk assessments to cover all areas of operation, with a particular focus on visitor access, and they are reviewed on a regular basis. These are available for viewing, and the school risk assessment RA57 can be sent upon request. If you would prefer to carry out risk assessments specified to your group, please do get in touch to organise this.

## ARRIVING AT THE REAL MARY KING'S CLOSE

### COACH DROP-OFF POINT

You are advised to contact the [Edinburgh City Council](#) for the latest information on suitable coach drop-off points. Please get in touch with the reservations team if you have any further questions.


### TICKETS

We will have your school's name noted for arrival in the allocated time slots, but we ask that your group leader please have a copy of your confirmation e-mail for instances such as tour operator bookings.

Your check-in time can be found in your confirmation e-mail.

Product	Quantity	Price
Group Adult	4	£19.50

Venue	The Real Mary King's Close		
			
Visit	4 x Group Adult		£78.00
	Date	Tour Departure Time	Check-In Time
	23/12/2022	12:30	12:20

Please arrive 10 minutes before your scheduled departure time to ensure that you don't miss

Please arrive at our courtyard entrance on Warriston's Close at your check-in time (smartphone maps location) – this can be found via the royal mile on the left-hand side of our front desk; notified in the confirmation e-mail, the standard time is ten minutes before your allotted time slot.

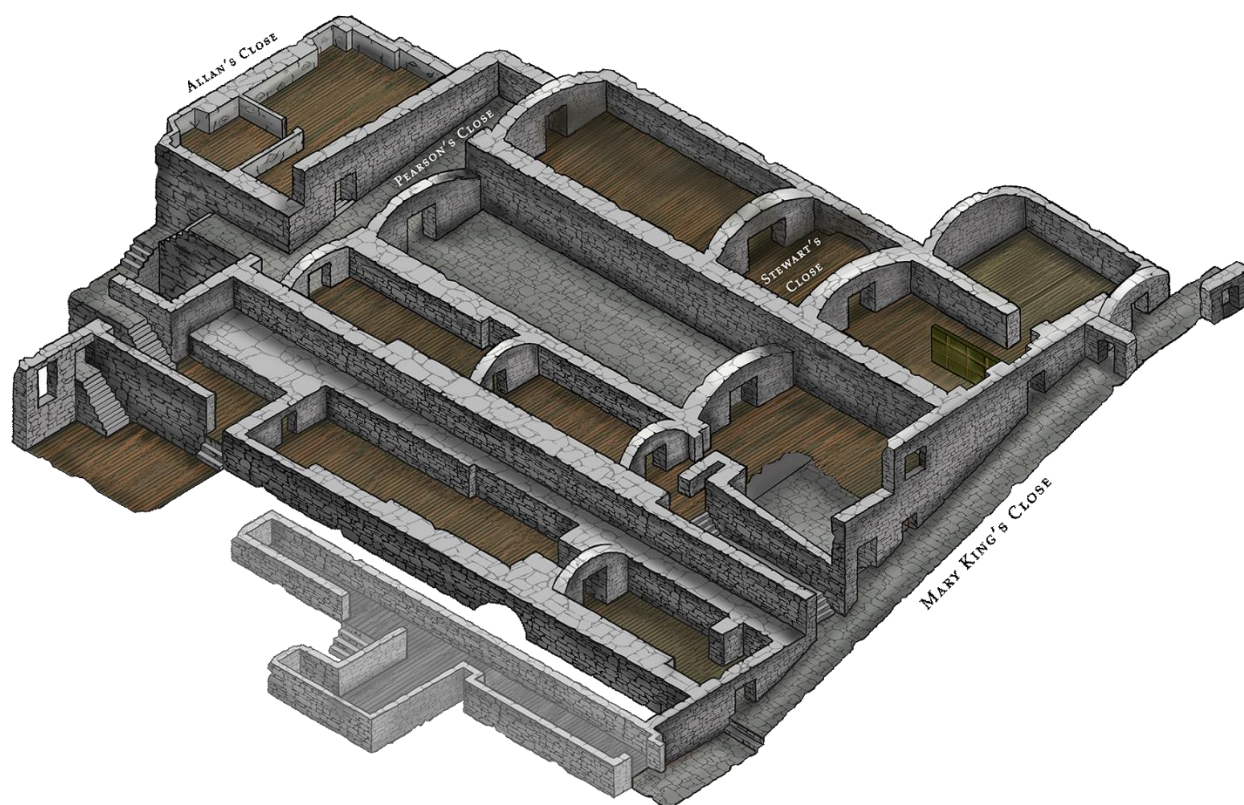




If you are running late, please call us on 0131 225 0672. Unfortunately, whilst every effort will be made to accommodate you, we cannot guarantee late admission.

On arrival, you will be asked to gather your group in the courtyard, where a team member for check-in will welcome you. We also ask that you pre-split more extensive groups into their appropriate numbers, including adults, so that the split groups are prepared to take the tour when this group is called. These numbers can be found within the confirmation e-mail and should be pre-arranged with the reservations team.

## SITE MAP





## MAKING THE MOST OF YOUR VISIT:

PLEASE SHARE THIS WITH ALL ACCOMPANYING ADULTS

DURING YOUR VISIT TO THE REAL MARY KING'S CLOSE...

- **Teachers and adult helpers are responsible for their pupils and must stay with them at all times.**
- **You must follow instructions given during the introductory video and by your guide.**
- **If you are a pupil who begins to feel unwell at any time, please inform your guide immediately.**
- **No running: please ensure all group members take care and do not run and are mindful of steps and other uneven ground.**
- **Photography is not permitted inside Mary King's Close.**

### E-LEARNING RESOURCES

We have a number of blog posts which can provide educational information on Edinburgh, Mary King's Close and the former residents; if you have any further questions, please do ask your guide at the end of the tour. [CLICK HERE](#)

### AFTER YOUR TOUR

After your tour, you or your organiser will receive a feedback e-mail; we ask that you please fill this out and let us know how you found your experience, as it is a great help for us to know what we've done right and what we can improve. If you do not receive this, please do let us know.

WE HOPE YOU ENJOY YOUR VISIT AND LOOK FORWARD TO WELCOMING YOU!