

Exeter with Ease – group booking service

For group travel organisers, we offer a one-stop booking service, enabling you to plan your next visit to Exeter.

We can:

- Organise a guided tour with Exeter's Red Coat Guides
- Arrange coach commentary around Exeter with Exeter's Red Coat Guides
- Book a visit to the Custom House Visitor Centre
- Book a visit to Exeter's Underground Passages
- Book a visit to Exeter Cathedral
- Book a visit to the Royal Albert Memorial Museum (RAMM)

- Suggest itineraries, tailor-made to suit your requirements
- Provide information on suitable group accommodation
- Offer advice on timing your visit and other practical tips
- Advise on coach parking and setting-down points within Exeter

Simply complete and return this form at least two weeks prior to your visit with a £25 deposit for each attraction booked. Upon receipt we will check availability and written confirmation will be sent to you before your visit takes place.

Exeter Red Coat Guided Tours

A variety of walking tours are available, each focusing on a different aspect of Exeter's history. The group booking service allows you to have your own guide(s), on the tour of your choice, at a time to suit you. For further details see overleaf. Adults £5.00, children (under 18) £2.50. Minimum charge of £30. On-board coach commentary is also available for £50.

Open: Every day except Christmas Day and Boxing Day.
t: 01392 265203 www.exeter.gov.uk/guidedtours

Exeter Cathedral

Located in the centre of Exeter, the Cathedral is one of the finest examples of Decorated Gothic architecture in England. Where possible we ask that groups book in advance especially if a Cathedral Guide is required. Tours can be arranged in English, German, French, Russian and Spanish (subject to availability). Groups £6.00pp unguided, £6.50pp guided. Language schools £4.50pp unguided, £5.00pp guided. Tower Tours also available, contact the Cathedral for information. Prices for educational visits on application. Open to the public Monday – Saturday 9am – 5pm, Sundays 11.30am – 4pm.

t: 01392 285983 e: groupbookings@exeter-cathedral.org.uk
www.exeter-cathedral.org.uk

Exeter's Underground Passages

Dating from the 14th century these vaulted medieval passages are a unique ancient monument – no similar system of passages can be explored elsewhere in Britain. Before you are taken on a guided tour of the passages, enjoy the exhibition packed with many exciting displays. Minimum group size 10 people. Allow 1 hour for a visit. Adult £5.50, children (under 18) £3.50, concession £5.00. There is an additional fee for opening outside of normal operating hours. Price on application.

Open: Jun – Sept, Mon – Sat 9.30am – 5.30pm,
Sun 10.30am – 4pm. Oct – May, Tues – Fri 10.30am – 4.30pm,
Sat 9.30am – 5.30pm, Sun 11.30am – 4pm
(last tour 1 hour before closing).
t: 01392 665832

www.exeter.gov.uk/passages

Custom House Visitor Centre

The history of the Quayside is described at this fascinating visitor centre through lively displays, illustrations and artefacts. See 'Exeter, 2000 years of history', an exciting film presentation of the city from Roman times to the present day. Allow 30 minutes for a visit; a visit during normal opening hours is FREE. There is a £25 fee for opening outside normal opening hours.

Open: Apr – Oct, daily 10am – 5pm.
Nov – Mar, Sat & Sun 11am – 4pm.
t: 01392 271611

www.exeter.gov.uk/customhouse

Royal Albert Memorial Museum & Art Gallery - RAMM

Exeter's world-class museum has stunning displays and galleries, fabulous exhibitions and modern amenities. The displays reveal Devon and Exeter's rich history and global connections. The busy programme of exhibitions and events means there's always something new. FREE entry.

Open: 10am – 5pm Tues – Sun.
Closed Mon and Bank Holidays.

Group tours take 40 – 60 minutes and cost £40 per group of 15.

t: 01392 265984
e: ramm.extra@exeter.gov.uk
www.rammuseum.org.uk

Exeter Red Coat Guided Tour Programme



Below are listed a small selection of tours that we offer. If you have a special interest in the city that is not mentioned, we still may be able to help you. In a city as old as Exeter not all our tours are appropriate for people with disabilities but there are a number of tours that can be considered. For further information please telephone 01392 265203.

Cathedral to Quay - Finishes at the Custom House Visitor Centre

Starting in picturesque Cathedral Close, proceed into elegant Southernhay before viewing the impressive city wall. Continue down to the river and Exeter's Historic Quayside.



Children's Tudor Tour - Finishes at the Custom House Visitor Centre

Aimed at KS2 school groups studying Tudor history, discover what life in Exeter was like in Tudor times.

All children must be accompanied by an adult. Maximum of 6 children to 1 adult.



The Woollen Cloth Trade - Finishes at the Quayside

Explore many of the key sites of Exeter's most important industry of the past, the woollen cloth trade on this fascinating tour.

Georgian Exeter - Finishes in Princesshay

Built in the early years of the reign of King George III, the Royal Clarence Hotel is an appropriate starting point for this tour. Hear about the royal visit in 1789 and then admire elegant Southernhay before learning of Exeter's progress into the 21st century.

Exeter Blitz - Finishes in Northernhay Gardens

Discover how Exeter was affected by the air raids of 4 May 1942, and how this event shaped the city we see today.



Roman Exeter - Finishes in the City Centre

Visit sites that housed a Roman bathhouse and fortress. Discover the Roman Wall and see where the Romans quarried their stone.

Exeter's Historic Quayside - Finishes at the Quayside

View the port of Exeter, once one of the busiest in the land and hear about its fascinating history, before strolling along the Quayside to see the oldest pound lock canal in the country.



Exeter Old & New - Finishes at the Guildhall, High Street

Learn about Exeter's history from pre-Roman times to the present day. Visit the 11th century Castle Gatehouse, probably Britain's oldest Norman building, and Northernhay Gardens, the first public gardens in the country.

Forgotten Exeter - Finishes on Fore Street

Discover some hidden curiosities in the northwest corner of the city. Visit 21 The Mint, when open.

Ghosts & Legends - circular evening tour

Learn why Exeter is reputed to be one of the most haunted cities in England and hear some chilling tales from the past. Suitable for all ages.

Introducing Exeter - 1 hour circular tour

Does exactly what it says in the title; glimpses of over 2,000 years of history in 60 minutes.

Medieval Exeter - Finishes at the Quayside

This tour celebrates the time when Exeter grew rich from the woollen cloth trade. See many medieval buildings, including 'the house that moved', and walk across the Medieval Exe Bridge to view the restored Cricklepit Mill.

Overseas student tour - 1 hour

This tour would benefit students who have a good command of the English language. The overseas student tour is designed to engage further with the student. Based on Exeter's general history tour – Exeter Old & New.

Groups are allocated approximately 1 guide per 15 people. You will be allocated sufficient guides to cover the size of your group. Most walking tours last 90 minutes, but can be adjusted to suit.

Exeter on-board coach commentary

A Red Coat Guide will meet your group on arrival in Exeter and give you a 60-minute overview of Exeter's key historical sites, including a visit to Exeter's Historic Quayside and the University Campus. Coach commentary costs £50, regardless of the number of passengers. You can extend this tour to 90 minutes with a 30 minute 'walk & talk' around Cathedral Close (£10).

Please note, all prices include VAT at 20% and may be subject to change.

Custom House
Visitor Centre



Canal Basin

The
House
That
Moved



Exeter
Cathedral



Gandy Street

Booking form

I would like to book a visit to the following attraction(s):

Custom House Visitor Centre

Exeter Red Coat Guided Tour

Exeter Coach Commentary

Exeter's Underground Passages

Exeter Cathedral

Royal Albert Memorial Museum
& Art Gallery (RAMM)

Organisation:

Contact name: Position:

Address:

Postcode: Daytime phone:

Mobile phone: Email:

Number of adults Number of children (under 18) Total number

Age of group 5 – 10 11 – 17 18 – 25 26 – 40 41 – 60 over 60

Nationality:

Special requests:

Exeter Red Coat Guided Tour

Day & date of visit required: Time required:

Tour name:

Meeting place: Devon War Memorial, Cathedral Green Custom House Visitor Centre

Guide allocated (office use only)

Exeter Coach Commentary

Day & date of visit required: Time required:

Optional extra: Walk and Talk around Cathedral Close

Guide allocated (office use only)

Meeting place: Lower concourse of Exeter Bus and Coach Station South Street

Name of coach company:

Exeter's Underground Passages

Day & date of visit required: Time required:

Custom House Visitor Centre

Day & date of visit required: Time required:

Exeter Cathedral

Day & date of visit required: Time required:

Guided tour: English German French Russian Spanish

Royal Albert Memorial Museum & Art Gallery (RAMM)

Day & date of visit required: Time required:

Booking form - payment

Exeter Red Coat Guided Tour

Adult £5.00 x = £

Child (ages 7-18) £2.50 x = £

Exeter Coach Commentary

Coach Commentary £50.00 = £

Cathedral Close

Walk & Talk £10.00 = £

Exeter's Underground Passages

Adult £5.50 x = £

Child (under 18) £3.50 x = £

Concession £5.00 x = £

Private use (POA) x = £

Custom House Visitor Centre

Private use £25.00 = £

Subtotal = £

DEPOSIT (£25 per attraction) = £

BALANCE (TOTAL - DEPOSIT) = £

Exeter Cathedral

Groups

£6.00pp unguided £6.50pp guided x = £

Language schools

£4.50pp unguided £5.00pp guided x = £

TOTAL = £

Cheques made payable to **The Dean and Chapter**. Prices for educational visits, contact the Cathedral.

Method of payment:

Cash Switch/Maestro

Visa/Mastercard BAC transfer

Cheque – Made payable to **Exeter City Council**, or for Exeter Cathedral bookings to **The Dean and Chapter**

Card no:

3 digit security no:

Valid from: Valid to:

I agree to abide by the terms and conditions

Signed

Date

For office use only: sourced confirmed invoiced

Please return this booking form with your deposit(s) to:

Exeter Group Booking Service
 Exeter Visitor Information & Tickets,
 Dix's Field, Exeter EX1 1GF
 Email: groupbookings@exeter.gov.uk Tel: 01392 265203

In order to provide you with the information that will best help you and your groups, please answer the following questions:

- a) Do you organise:
- Day trips?
- Yes No
- Group holidays?
- Yes No
- b) Have you previously brought a group to Exeter?
- Yes No
- c) If yes, how long ago?
- 6 months 1 year
- 2 years Longer
- d) What time of year would you be most likely to visit Exeter?
- Spring Summer
- Autumn Winter
- e) How long in advance do you plan your visits?
-
- f) What Interests do your groups have?
- Christmas breaks Culture & heritage
- Walking, cycling & watersports
- Devon food & drink Educational visits
- Events Family days out
- Learning new crafts Luxury breaks
- Nature Shopping
- g) What would make your group visit to Exeter more enjoyable?
-

Please tick if you do not wish to be included on our mailing list to receive further information regarding Exeter and its attractions.

Terms and conditions

- A deposit must be paid at least two weeks before your visit. The deposit is £25 for each attraction booked (except Exeter Cathedral and RAMM). If a deposit is not received within the stated times, we reserve the right to cancel any bookings.
- All visits are conducted in English. The client must provide interpreters. The Cathedral can conduct tours in French, German, Russian and Spanish subject to availability.
- Bookings are provided subject to availability and will be confirmed in writing.
- Tours must be booked at least two weeks prior to your visit.
- Groups arriving at an attraction without pre-booking may not be admitted.
- Final payment to be made prior to or on the day of your visit.
- Prices quoted include VAT at 20% and are subject to change.
- Cancellations by the client will be subject to a £10 administrative fee. All cancellations must be notified at least 48 hours in advance; otherwise the full tour fees will be forfeited. To cancel a tour call 01392 265203.
- In the unlikely event of cancellation by one of the attractions, full fees (where applicable) will be returned. Exeter City Council accepts no responsibility for any other loss.
- Child rate is stated for each attraction.

Exeter Red Coat Guided Tour

- The Red Coat Guide cannot take tour fees.
- The maximum length of time guides will wait for a group to arrive is 15 minutes after the arranged time.
- Adults must accompany all children, with a minimum ratio of 1 adult to 6 children, who must remain with the group at all times. Adults remain in charge of the children and are responsible for their care and control at all times. (Minimum age 7)
- Group organisers are responsible for their group at all times.
- Tours are only provided subject to the availability of the Red Coat Guides.
- Exeter Red Coat Guides have no facility to guide within Exeter Cathedral.
- Please provide a mobile phone number on the booking form in case we need to contact you on the day of your tour.
- Tours last approx. 90 minutes unless otherwise stated.

Custom House Visitor Centre

- Maximum group size 45 people.
- The Custom House Visitor Centre audio-visual presentation is available with English, French and German subtitles.

Exeter Coach Commentary

- A Red Coat Guide cannot take tour fees.
- All coaches must have a microphone and a seat for the guide. Please note that with multiple coaches there will be a 30 minute staggered start to avoid congestion on the Historic Quayside.
- If meeting the guide at South Street please note that there are no toilet facilities.
- Exeter Bus and Coach Station is closed for redevelopment. It is only possible to meet your guide on South Street.
- The coach commentary is provided subject to the availability of the Red Coat Guides.

Exeter's Underground Passages

- Because of the nature of Exeter's Underground Passages each tour is restricted to a maximum of 15 people. Consecutive tours can be booked.
- Wheelchair or pushchair access is restricted to the exhibition only.
- Visitors should be aware that the Passages are constricted and low in places and should not be visited by those who suffer from claustrophobia.
- Under 5s are not permitted on tours of Exeter's Underground Passages.
- Minimum of 2 group leaders need to accompany school groups underground. Adults remain in charge of the children and are responsible for their care and control at all times.
- Due to the restricted nature of the passages, visitors are not allowed to take any bags with them on a guided tour – free lockers are provided.
- Bookings outside normal opening hours are subject to an additional fee, price on application.
- Suitable footwear is recommended.

Exeter Cathedral

- Guided tours can be provided in English, German, French, Russian and Spanish, subject to availability.
- Facilities provided for educational group visits include two fully equipped teaching rooms, indoor picnic area and toilet facilities.
- Exeter Cathedral has full wheelchair access.
- Please contact the Cathedral direct for prices for school children under 16 years.
- No deposit is required but full payment must be made on arrival. Cheques should be made payable to The Dean and Chapter.

Please return this booking form with your deposit(s) to:

Exeter Group Booking Service
Exeter Visitor Information & Tickets,
Dix's Field, Exeter EX1 1GF
Email: groupbookings@exeter.gov.uk
Tel: 01392 265203