



YORK'S
CHOCOLATE
STORY

Preparing for your visit

YORK'S CHOCOLATE STORY

Welcome to York's Chocolate Story

Today you will be joining us on a Classic Guided Tour. Where you will learn about York's iconic brands such as Kitkat, Smarties and Chocolate Orange and see where chocolate comes from as well as having a go at making your own chocolate lolly.

You will be at the attraction for just over 1 hour.

When you arrive

York's Chocolate Story is on Kings Square, right at the end of the Shambles.



When you arrive head to the admissions area where a member of the team will greet you and check you in.

They will also ask to put a wristband on you so you know which time slot you are on. If you are part of a school group you will not need a wristband.



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Tours run every 30 minutes off peak and every 15 minutes during peak season. There could be up to 25 people on a tour. (Early morning tours and off-peak tours tend to be quieter).

After you are checked in...



Have a seat on the benches and wait



Look around our shop



Engage with Penny Press and Clock In Machine



Order a drink

You may also see other guests coming in and out of the building as well as other members of staff.



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Start of Your Tour

When your tour is ready to start you will be called over and given a short briefing about what is to be expected on your tour. You will head up in the lift to start your tour however if you do not feel comfortable let a member of the team know and they can take you up the stairs.



Room 1

Once the lift opens you will see a replica of the old Rowntree's shop and will hear the sounds of a Victorian Street.



Your tour guide will introduce themselves to you. You will stay with them for the next hour. If you like you can have your photo taken in front of a green screen. There will be a flash and you will be given a card to see your picture at the end of your tour.



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The guide will then stand in front of shop and talk about Chocolate in York. They will give out a sample of sweet dark chocolate which will contain cocoa nibs so may be a little gritty, this will be wrapped in coloured foil. The foil colour changes depending on the season but they are all the same.



If you have any allergies just let your guide know.

Room 2

This is our cinema room. It is themed like an Aztec Jungle. It will be a little darker in here. The floor will feel slightly squishy and there will be logs and stones to sit on to watch the film. The film will last 5 minutes and half way through your guide will give you a sample of the first ever chocolate drink to try. This will be very watery and bitter and will have a slight hint of chilli. You can pass on any sample if you don't want to try it. There is also a bin by the white double doors if needed.



Room 3

This is our talking portrait room. We also have comfy green chairs to sit on and at the end of this room the guide will hand out Quality Street. If you want help choosing a flavour just let you guide know.



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Room 4

In this room your guide will tell you about life working in the York factories and the types of chocolate that were made.

You will see two cabinets with artefacts as well as photos and displays.

In this room other staff members may walk through to access other rooms, but they will be quick and discreet. You will get a KitKat to eat. At the end of this room you will be guided down the stairs to our middle floor.



Middle Floor

The next part of the tour is set on our middle floor. This is an open plan area so may be a little louder if other visitors are also using the spaces. You may also be able to hear our chocolatiers working away in the background.



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Virtual Factory

Welcome to our virtual factory. Here your guide will take you through how chocolate is made from the cocoa bean to the finished bar. In front are a series of interactive levers demonstrating the main stages of production. The guide will tell you when to use them if you want to get involved. Some will have sound effects and roasting will activate a red light.

You also get the option to try cocoa mass and cacao nibs both of which are quite bitter.



Tasting Wheel

The guide will talk you through how to taste chocolate using your senses. You will try 54.5% dark chocolate. The foil will be different colours depending on the season, it is all the same chocolate.



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Lollies

Next you will be guided to three white tables where you can make and decorate a white chocolate lolly. You will share your tray with the person you visited with.

First you will sanitise your hands and write your name on your lolly bag. Then you will watch a demonstration from the guide.

You get to choose three toppings using the spoons provided. You can put these on your tray to make decorating easier and you can also try the toppings.



Chocolatiers Demonstration

You will leave your lolly to set, the guide will bag this up for you and place it on the collection tray.

You will then watch a demonstration for our chocolatiers. They will show you how to make fresh filled chocolates which you can also try. The flavours of these change day to day.



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Exhibition Area

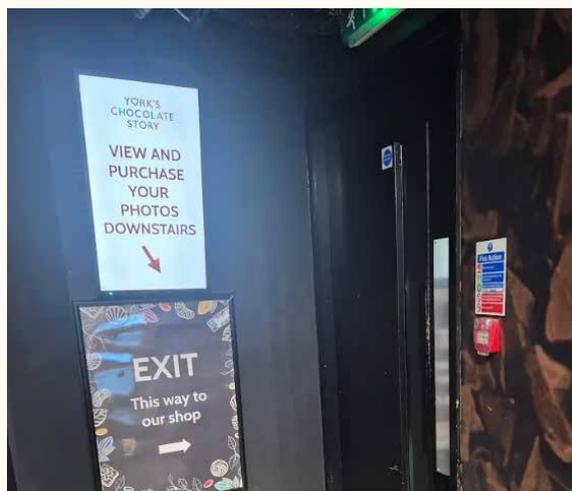
You will have unlimited time to look around our exhibition area where you can see artefacts and can read information on them.

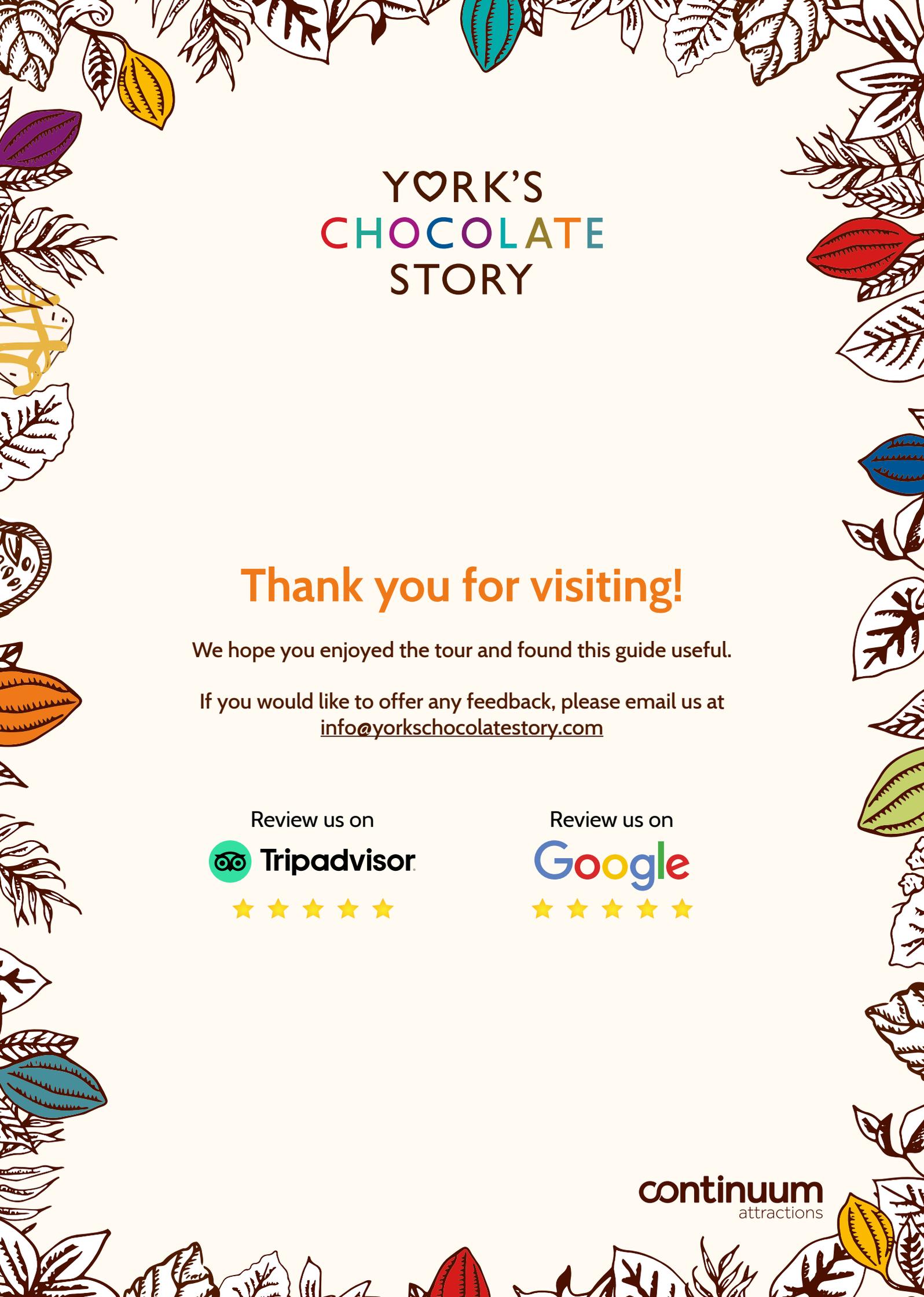


The end of your tour

When you are ready to leave head down the stairs and back to the shop area where you can view your photo from Room 1.

When you're ready to exit head through the same doors you entered from.





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Thank you for visiting!

We hope you enjoyed the tour and found this guide useful.

If you would like to offer any feedback, please email us at
info@yorks-chocolate-story.com

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