

Educational Visit FAQs

What does a visit involve?

Explore three floors of fascinating facts on a fully-guided tour of York's confectionary heritage. Discover chocolate's origins, how to make it and how to taste it like an expert. Interact with the personal memories of industry workers in times gone by and hear the stories of York's famous brands, from the Chocolate Orange to the globally famous Kit Kat.

How long should we expect it to last?

We recommend you allow at least an hour and fifteen minutes for your school tour, although you are welcome to stay longer and explore the interactive area at your own pace. If you have booked an additional workshop session with us, we recommend you allow an additional hour for this element.

What age group is York's Chocolate Story suitable for?

York's Chocolate Story is designed to appeal to pupils of all ages. We will record the age of the school group at the time of booking and try and adapt our delivery and approach to suit the needs of your group.

Where can we eat lunch?

As York's Chocolate Story is situated in the heart of the historic Minster Quarter we regrettably do not have space for schools to eat packed lunches at the attraction. We are within walking distance of Museum Gardens and the Minster Park if the weather is fine and we do have a number of contacts we can provide that offer pre-bookable lunch space for school groups for a hire fee. Our Reservations team will be happy to advise you further.

What do you offer for teachers and adult supervisors?

To help you on the day, we are pleased to offer free teacher places with each school group. We offer a 1:10 free supervisor ratio for school groups. Additional adult places are available on our adult group rate.

How do you get around the attraction?

York's Chocolate Story is a three floor visitor attraction that is explored on foot. Your tour normally starts via a short lift-ride to the top floor however anyone unable to use the lift can be escorted to the first room via the stairs. We do have limited seating in the attraction for visitors that cannot stand for long periods of time; please enquire for more information.

Where can we store our bags, coats and lunchboxes?

Unfortunately we have very limited space to store bags and coats. A small number of large items can be left in our management room. York's Chocolate Story cannot claim responsibility for any loss, damage or theft of property stored in this area.

Where can our coach drop off/park?

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York is served by two large coach parks at St. George's Fields and Union Street. Both coach parks are a 10-15 minute walk from the attraction. The closest coach drop-off point is on Lord Mayor's Walk. From there you need to walk through Monk Bar (the arched gateway) and down Goodramgate to King's Square. This should take you approximately five minutes.

Are there disabled facilities?

We offer a disabled toilet and changing facilities on our ground floor. Visitors with low mobility levels can access all areas of the attraction by lift. We can accommodate one wheelchair user every 45 minutes in keeping with our Fire Safety regulations.

What do your workshops involve?

We offer school groups the opportunity for an enhanced and extended hands-on workshop session linked to the National Curriculum at one of our local partner venues as an additional activity to add to your booking. Joint ticket prices are calculated based on the number of pupils participating and our Reservations team will be able to provide you with a quote.

If I've booked a workshop at one of your partner venues, how do I find my way there?

At the time of booking, you will be provided with a map illustrating the route between the attraction and your workshop venue. We will always try and reserve space for you in the nearest partner venue to the attraction but this is dependent on availability as all the venues we work with are independent businesses. We will ask the group leader to sign and return a form stating that they understand there is an unguided walk between the sites and we strongly recommend teachers take advantage of our free familiarisation visit to the attraction and then practice the offsite route.

What happens if we are running late?

The York's Chocolate Story experience is guided and tours leave at an allocated time for operational reasons. If your group is late, we cannot guarantee that we will be able to accommodate them on arrival as this is completely dependent on existing bookings. **We recommend you plan to arrive at least 10 minutes before the start of your tour** and allow adequate time to walk to the attraction from the coach park or drop-off point. If you are aware your group is running late, please call the attraction on 01904 261 262 to inform us.

Some of my pupils have Special Educational needs. What provision can you make?

York's Chocolate Story is a tactile and multi-sensory experience that can bring chocolate to life for children with a variety of special educational needs. We are happy to offer school pupils requiring 1:1 care or supervision a free carer place. Please alert our Reservations team to the special requirements of your group at the time of booking and we will endeavour to take your needs into consideration on our tours. We

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strongly recommend you organise a complimentary pre-visit to familiarise yourself with our facilities and accessibility.

What products can the children buy from the shop? Do you provide pre-packaged goodie bags?

We have a selection of smaller edible treats available in the shop within the £1.50 - £3.00 bracket. If you're feeling pressed for time and looking for something ready-made, we now offer special £4.00 gift bags for schools. They contain a colouring postcard pack with colouring pencils, a York's Chocolate Story Chocolate Bar (45g) and a Kitkat. To discuss pre-selecting items for goodie bags. Simply email amcsweeney@yorkschochocolatestory.com for advice.

Do you cater for specific dietary or religious requirements?

With prior notification we can make provision for Halal and Kosher groups and provide certified evidence of this from our supplier. It is essential that groups with specific dietary requirements contact us before the visit.

The chocolate which we provide on the tour may contain dairy and cannot be guaranteed to be wheat/gluten free or produced in a nut-free environment, so we happily offer those with intolerances and allergies, chocolate lollypops from the Kinnerton's 'Free From' range.

What involvement do you have with the Chocolate Trail?

York's Chocolate Story offers a Chocolate Landmark Trail for school pupils free of charge. This activity can be downloaded from our Educational Resources webpage and our Reservations team may suggest this has a place in your itinerary if you are bringing a larger group. The trail is an independent walking activity and is not managed or monitored by our staff and we strongly recommend you visit beforehand to familiarise yourself with how much or how little of the trail you wish to complete.

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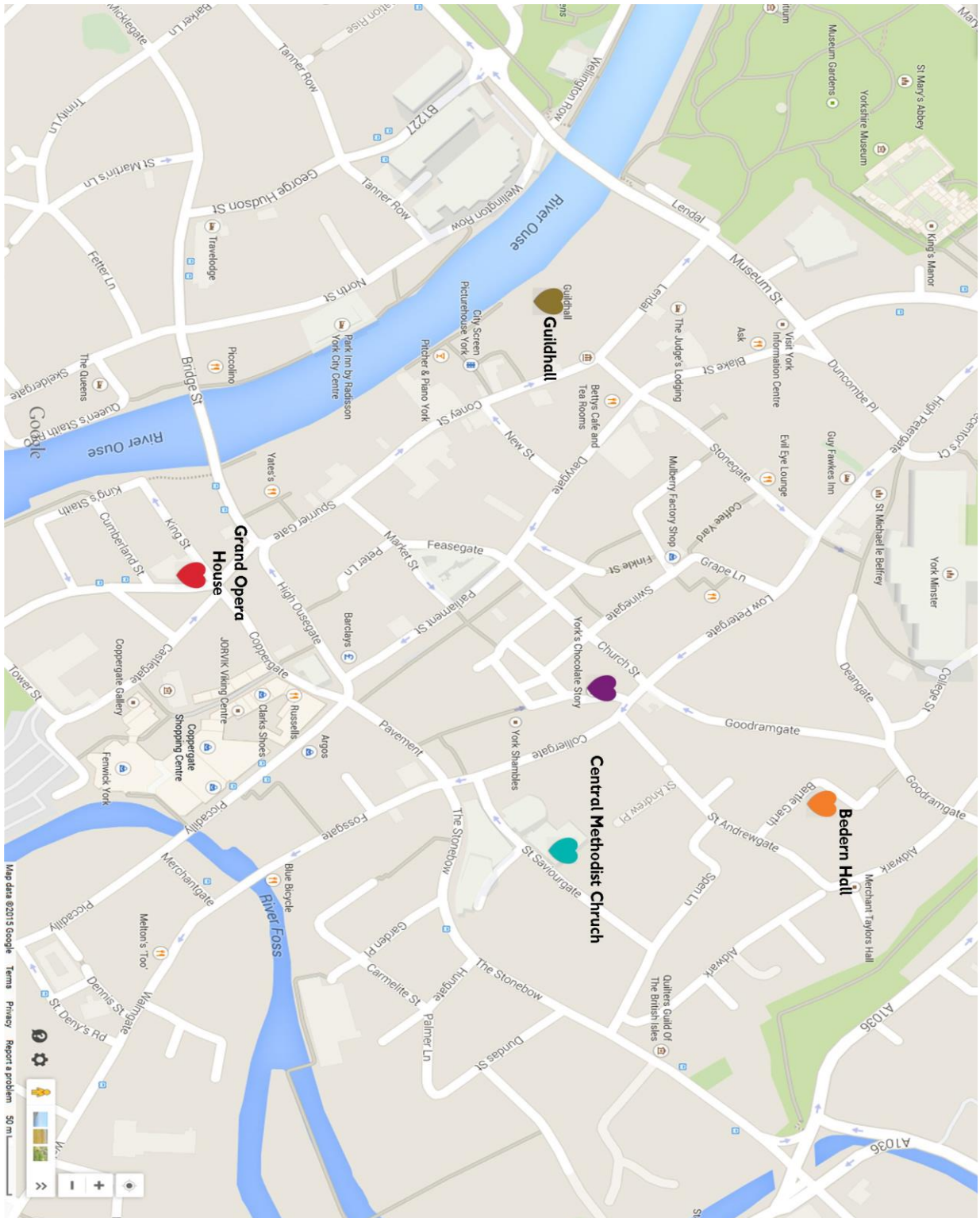
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Workshop Venue Map



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