



HEVER CASTLE & GARDENS

CHILDHOOD HOME OF ANNE BOLEYN

IMPORTANT INFORMATION - AFTERNOON TEAS

- Afternoon Teas must be pre-booked and are subject to availability.
- Booking closes at 3pm on the Friday before the Afternoon Tea date.
- Tickets cannot be resold, exchanged, transferred to another date or refunded.
- Bookings are for up to 6 people. We cannot currently accommodate larger parties.
- **Children** must be 12 years and over. Mother's Day Weekend is the exception – see the event page for more information.
- **Special Dietary Requirements** – As well as our Standard Afternoon Tea menu, we also offer a Vegan & Vegetarian option. Unfortunately we are unable to alter these menus to suit special dietary requirements or offer alternatives.
- **Sittings** are 13.00 and 15.30 and last for 1.5 hours.
- **Admission tickets for the Gardens** must be purchased at the time of making your Afternoon Tea booking. If these do not appear on your booking confirmation and you are not one of the exceptions listed below please call 01732 865224, otherwise you will be asked for payment upon entry.
- **Visitors may get the chance to upgrade to a Castle ticket at the Castle Entrance.** This is because we are limiting numbers in rooms and cannot guarantee Castle entry for everyone. Entry is on a first come first served basis. Audio Guides will be available to all Castle visitors. However, where necessary use of Audio Guides will be limited to the Castle Courtyard to provide entertainment whilst queuing and enable more visitors to experience the Castle. We encourage visitors to bring their own headphones (standard 3.5mm jack required).
- **If you are an Annual Member:** Please select this ticket type and you will not be charged for admission. You will need your membership card number to complete your purchase and will need to produce your card on entry. Annual Member discount is not valid for pre-booked Afternoon Teas.
- **If you have Complimentary Tickets or Tesco Clubcard Vouchers:** Please contact the Estate Office to make your booking - call 01732 865224 09.00 - 17.30. Tesco Clubcard Vouchers are not valid for the Afternoon Tea menu but can be used for admission.
- **If you are a B&B Guest:** Please contact the Astor Wing to make your booking - call 01732 861800 09.00 - 17.30. Tesco Clubcard Vouchers are not valid for the Afternoon Tea menu.
- **Visitors with accessible needs:** Please contact the Estate Office to make your booking and to discuss accessibility - call 01732 865224 09.00 - 17.30 (Mon – Fri) or 01732 861800



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(Weekends and Bank Holidays). Due to the historic nature of the building, wheelchair access is via a back of house area. Standard charges apply to visitors with accessible needs, general admission for carers is free of charge. Proof of disability will be requested, which may include a Blue Badge, statement of special educational needs from LEA or NHS, or a letter from a medical professional on NHS headed paper.

- Always check details before travelling. Hever Castle reserves the right to close all or part of the Castle, grounds, catering outlets, and activities, and to change or cancel events. Menus are subject to short notice alteration and all items are subject to availability.