



THE NATIONAL MUSEUM **ROYAL NAVY** HARTLEPOOL

Group Bookings FAQ'S

Some answers to frequently asked questions to help you plan your visit.

How can we book?

Call us on 01429 860077 or email NMRNH.Enquiries@NMRN.org.uk

What constitutes a group?

Groups are 15 people or more.

What does the price include?

Admission includes entrance onto the Historic quayside; a reconstruction of an 18th century sea port and entrance to the HMS Trincomalee; the oldest British warship afloat.

What if the number in my group changes?

As long as you have over 15 in the group, you will still get the group rate. You only pay for the number that arrive in your group on the day, we will be happy to see your group no matter what size you are.

How can we pay, do we pay in advance?

We accept cash, credit/debit cards and cheques made out to National Museum Royal Navy Hartlepool. We can also invoice you after your visit as another option. We do not require any deposit or any other payment to be made before your visit. We do require a payment in full for the whole group in one transaction; group members cannot get the group rate if they are coming in individually.

What if it rains?

All our exhibits are under cover in the buildings. You need to go outside to access each building, so coats are advisable. The only activities that are affected by rain will be skittle alley, play ship, top deck of HMS Trincomalee and weapon displays.

Is there anything else on site?

Yes, we also have the Museum of Hartlepool and PSS Wingfield Castle, a fully restored paddle steamer built and restored in Hartlepool and now open to the public.

How much time will we need?

It really depends on you! We are ideal for a morning or afternoon visit of 2 to 3 hours but we have plenty to see so you could stay all day!

Where can the coach drop us of/ where can we park?

We have ample coach and car parking in our car park and it's all free! The coach can drop off customers at the entrance and move to the coach park at the end of the Museum of Hartlepool (old warehouse building)

What do we do on arrival?

We would ask that the group organiser/ driver comes to reception, while the rest of the group will wait on the coach, to confirm numbers and pay for the group. Reception will have a copy of the group booking and they will give you stickers for your group to wear so that the members can be identified as part of a group, as they will not be given individual tickets. Then when the whole group comes in they will be given a map of the site and introduction by our costumed guide.

Can we book any extra tours?

Yes, on HMS Trincomalee we offer guided tours for groups at an additional cost. Please contact us for details.

Can we buy food at the quay?

Yes, we have two coffee shops on site. The Quayside coffee shop offers drinks and hot meals and for snacks we have a Café aboard the Wingfield Castle paddle steamer. We also offer group catering in one of our private function rooms.

Where are the toilets?

We have plenty of toilets available on site, including disabled toilets. You will be issued a map on arrival which will have all toilets clearly marked.

Do you have cash points on site?

We do not have cash machines on site although the nearest cash point is a couple of minutes' walk away at Asda. We do accept credit cards.

What are your opening times?

We are open from 10am until 5pm in the summer and 11am until 4pm during winter hours. Last admissions are an hour before closing.

Do you have any literature for groups?

We have leaflets for group organisers and are happy to send out packs of leaflets for your group.

Is the site fully accessible?

Most of the site is on ground level but lifts are available to and from the Fighting Ships display and Trincomalee gallery. There are lifts to all decks of Trincomalee (but it is advised that you contact us before you arrive to check that they are working). Access toilets are available.

Are dogs allowed?

While dogs are not allowed on site, we do welcome assistance dogs.

I only have a limited amount of time to visit, what would you recommend I do not miss?

If you only have time for a quick morning visit, make sure you experience life at sea as you walk through "Fighting Ships" our audio visual display before going aboard our real fighting ship; HMS Trincomalee.

Is there a shop to buy souvenirs?

Yes, we have a gift shop on site, in the main reception as you arrive. Whether you want a trinket to remember your visit, a gift for a loved one or even to treat yourself, we're sure you will find what you're looking for.

Where can we get further information?

If you have any other questions or would like to make a booking, please call us on 01429 860077.

We look forward to hearing from you!