INFORMATION FOR TEACHERS DAY VISITS



THE SHRINE OF OUR LADY OF WALSINGHAM

EDUCATIONAL AND GUIDED VISITS

SANDFORD AWARD
2018-2023
QUALITY MARK FOR HERITAGE EDUCATION

Welcome

Thank you for booking one of our school visit programmes. We look forward to welcoming you all to the Shrine.

This booklet aims to offer you advice and information to aid your planning and for the visit itself. We would appreciate it if you could take the time to read it carefully.







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Useful resources

On our website, there are a variety of different information booklets, videos and teaching resources based around Pilgrims and Pilgrimages which you may find helpful when teaching about Pilgrimage.
For some of our visits there are resource booklets which contain a range of teaching ideas etc. to support learning both before and after your visit.

www.walsinghamanglican.org.uk/youngpilgrims/schools-department/resources/



Before Your Visit

It will be useful to brief your classes about what will be expected from them during their visit:

- engage in discussion
- observe, question and think carefully about everything they see and experience
- move around the site/village quickly, sensibly and respectfully

Your classes will need to know that the Shrine is a peaceful place of prayer and worship, so quiet, respectful behaviour is appreciated. There will often be pilgrims and other members of the public present at the Shrine. Likewise, appropriate behaviour is important if your visit includes other places of worship and at the Abbey grounds.

Groups

Depending on the number of pupils/students (maximum 60 per day), we will often split larger groups, who will then rotate around activities/venues. You will be notified about this when we plan your visit with you. Groups usually contain no more than 30.

Each group will be led by a member of the Schools Department, but we will need at least one member of school staff, in each group. It would be helpful to plan this in advance, so everyone knows which group they are in. This will save time on the day.

On the day

At the back of this booklet there is a map giving instructions about where the coach driver can drop you off. Please read this carefully and ask to disembark outside the Shrine in Knight Street. The coach can make a U-turn at the junction do that you don't have to cross the road.

On arrival, please make your way through the entrance gate marked on the map and make your way to the Milner Wing reception.
If you find you are delayed, please phone the Education Department on the mobile number:

07929 670647

Packed Lunches, bags, coats etc

Please bring lunches and other items into the room you have been allocated. These can be left in the room, which will be locked when not in use.
At lunchtime you will be invited to eat in your classroom or picnic in the gardens. Plastic rubbish sacks will be provided. We would be grateful if you could ensure that the tables and floors are left clean and tidy after you have eaten.





First Aid

There are first aid kits around the Shrine, but you are strongly advised to bring your own. There are staff trained in First Aid on site, but we cannot guarantee there will be one present at all times. Therefore we strongly advise that there is someone in your group trained in First Aid in case an incident should occur. If an incident does occur, however small, please inform your group leader, who can ensure that it is recorded appropriately. The nearest A and E department is at Queen Elizabeth's Hospital in Kings Lynn.

Lavatories

Toilet facilities are situated next to the main reception area and next to the Norton Cafe, on the ground floor. There are disabled facilities in both places.

Please supervise lavatory visits at all times as they are used by members of the public. Ensure you have both male and female adults with you for this purpose.

Outdoor Altar

Please ensure your group avoids the outdoor Altar area. This is easy to recognise - it is the large tent like structure in the gardens. **This is, however, the area to gather if the fire alarm sounds.**



Etiquette

Please do not allow your pupils to chew gum, eat or drink while visiting the places of worship. You may eat snacks etc. in the Shrine gardens and in the allocated rooms.
It is tradition in Christian churches for men and boys to remove their hats/caps on entering (unless there is a medical or religious reason). Please remind your group about this. Please ensure mobile phones are on silent or off whilst in places of worship, unless in case of emergency.

Photography

You are welcome to take photographs during your visit. However, we do ask you to be sensitive to other people visiting and not to photograph people who are praying.





Behaviour and Supervision

The Shrine is first and foremost a place of prayer and worship. There will be pilgrims and other members of the public visiting the Shrine during your visit. Therefore, quiet and respectful behaviour is appreciated. Please discuss this with your group beforehand and support our staff throughout your visit. School staff and accompanying adults remain responsible for the welfare and behaviour of your group at all times. Although unlikely, our staff have the right to suspend a visit or ask school staff to remove a pupil/student if they are behaving inappropriately.
This extends to all areas of the Shrine including the gardens, when visiting other places of worship and the Abbey grounds. They are welcome to enjoy the gardens during their free time, but we request that there is no running around.

Refectory and Café

On the ground floor of the refectory building there is the Norton Cafe. Light meals/sandwiches, tea/coffee etc may be purchased there. Please contact us in advance if a large number of students/pupils wish to purchase food, so as to avoid long queues. Lunches, packed lunches and drinks can only be provided from our refectory when pre-booked as part of your visit programme.

Shrine Shop

The Shrine Shop is in Common Place almost opposite the entrance to the Abbey grounds. School groups are more than welcome to visit. We do ask that only 8 pupils, with at least one adult, go into the shop at a time due to its size. Please do let us know beforehand if you would like your group to visit the shop.





Additional Needs

If you haven't already done so on the booking form, please inform us if you have anyone in your group in a wheelchair or with any other disability. We can then ensure appropriate teaching, resources or access routes are tailored to their needs. The Shrine site and Abbey Grounds are accessible for wheelchair users. There are a few steps to tackle at the Orthodox church.

Issues during the day

If at any stage you are concerned about anything, please speak to the teacher leading your group or the Director of Education. Any concerns of a safeguarding nature should be reported verbally straight away and recorded in writing as soon as possible. Our named person Caroline Ward will then follow the Diocese of Norwich's safeguarding procedures. Caroline can be contacted via reception.

Risk assessment

It is expected that group leaders will have carried out the required risk assessments, prior to their visit. Please refer to your own school, county or diocesan guidelines. We highly recommend that the member of staff organising your visit makes a preparation visit to the Shrine in order to carry out their own risk assessment. Please also refer to the information about emergency procedures and allergies on pages 10 & 11 of this booklet.
Our risk assessment is available to download on our website.





Tips for Getting the most out of your visit

Preparation

Please prepare your students for coming to Walsingham.

- Expectations of dress – modest
- Expectations of behaviour – respectful, attentive and quiet

On the day

Context – when you get to your base, you will be asked to contextualise and **introduce the visit.**

- Where this fits with their learning – "We are here because…"
- What you want them to get out of the day
- Any specific learning points/questions

Then, hand over to your guide and we will take it from there

Team teaching – is encouraged. If there is a specific learning point or reference to the syllabus that you want to emphasise, please feel free to add in to what is being said.

Practicalities

- Please take responsibility for behaviour, toilet visits and pupil welfare, particularly at lunchtimes when your guide will not be with you.
- Any major events such a fire alarms, medical emergencies – your guide will assist and lead.
- ALL accidents, however minor, will need to be recorded on Shrine paperwork as well as school forms.
- Phone policy – we require students to refrain from using their mobile phones while teaching is occurring.
- Photographs – only of artefacts, not of people (this includes children taking selfies or pictures of each other). Staff may take photographs of artefacts and their students in line with their school's safeguarding policy.
- Plenary – we will ask the pupils to reflect on their learning at suitable points in the day. If you would like any teaching points reinforced or have your own questions, please do add these in.

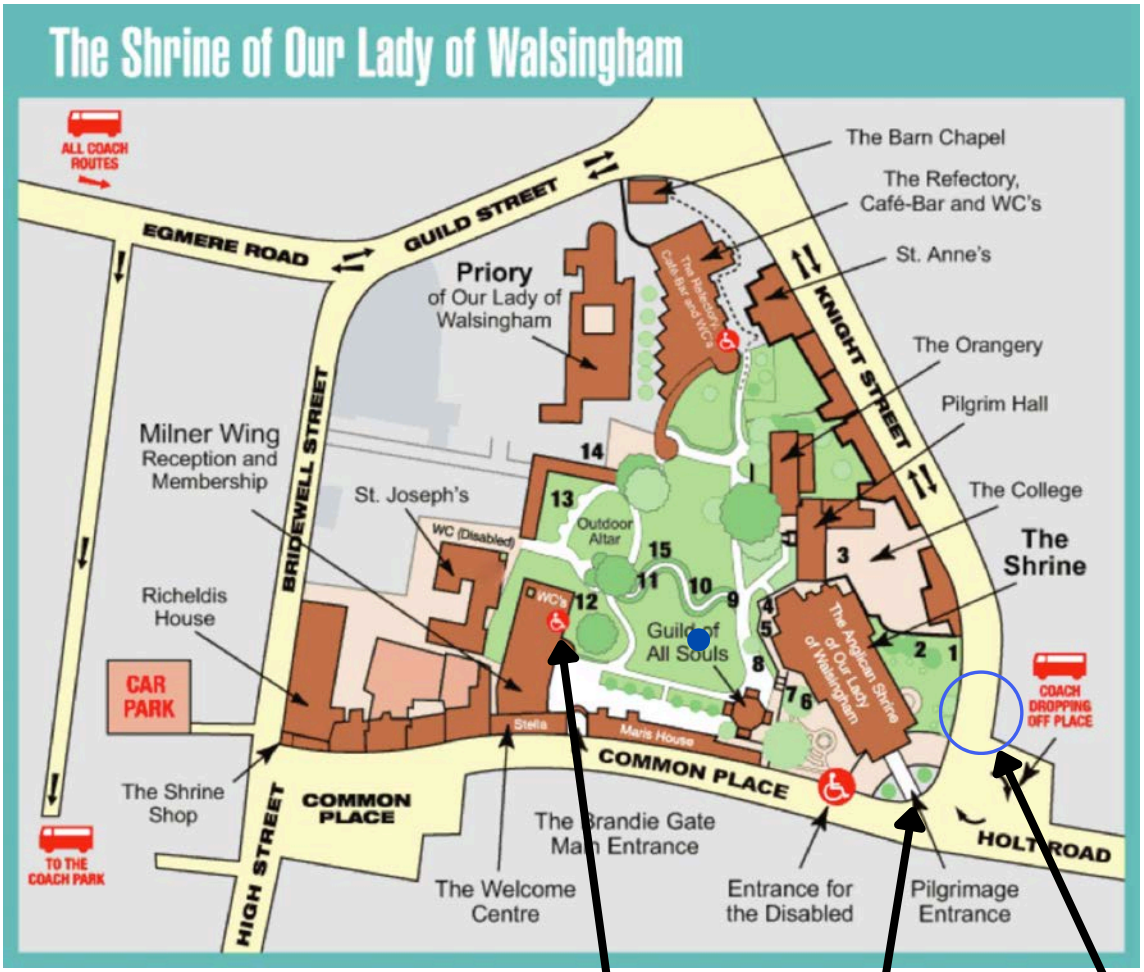
Follow up:

- Please fill in the feedback form which you will be sent shortly after visiting. This is a really important part of our evaluation process and we value your thoughts.
- There are resources on the website at https://www.walsinghamanglican.org.uk/youngpilgrims/schools-department/resources/ including possible follow up activities, videos to remind children what they have seen and information sheets.
- If you or your students have any questions, please send them to schools@olw-shrine.org.uk and we will get back to you.

Travel and Directions

Unfortunately, coaches are NOT allowed down the village high street as it is far too narrow. **Coach companies doing this risk a fine** as it is a restricted route via East Barsham and Houghton St Giles. Please make sure the coach company is aware of this and drivers turn off onto the B1105. You will then come in around the back of the village from the Wells Road (B1105), by turning right where it is signposted for Walsingham Farm Shop.

Follow the road into the village, turn right at the war memorial onto Knight street and then drive to the junction. Coaches should then make a right turn at the junction and pull up outside the Shrine so that children do not have to cross the road.



Emergency procedures for school visits

1. FIRE OR FIRE ALARM

If the fire alarm sounds or our staff instruct you to evacuate because of fire, please leave the building promptly using the nearest safe exit. Do not stop to collect belongings or use an unsafe or obstructed route. Accompany and supervise your pupils and follow directions from Shrine staff.

Our normal fire assembly point is the outdoor altar area, provided it is safe and accessible. If fire, smoke or another hazard makes that area unsuitable, our staff will direct you to an alternative safe assembly location. Do not choose your own assembly point or return to the building until authorised.

At the assembly point, please take your register immediately, report anyone missing to the Shrine incident lead and keep pupils together for further instructions.

2. VIOLENT ATTACK OR IMMEDIATE SECURITY THREAT – RUN, HIDE, TELL

RUN, HIDE, TELL is police guidance for an attack or immediate threat of violence. It is NOT the procedure for an ordinary fire alarm. Do not automatically move towards the outdoor altar or another fire assembly point during a security threat.

RUN – If there is a safe route away from the danger, move away quickly to a place of safety. Encourage pupils to follow, but do not delay escape to collect belongings. Avoid moving towards the threat.

HIDE – If you cannot escape safely, take pupils into a safer location out of sight where possible. Lock or barricade doors if appropriate, move away from doors and windows, silence phones and remain quiet. Do not expose your location unnecessarily.

TELL – When safe, call 999 and give the police your location, the nature and location of the threat, and any other relevant information. Follow police instructions. Do not make a call if doing so would put you or the pupils at greater risk.

Our staff may direct you to evacuate away from the threat, move inside to a safer area (invacuation) or remain in lockdown, depending on the circumstances. Follow these instructions where safe to do so. We do not publish restricted lockdown locations or security arrangements in this public guide.

3. MARTYN'S LAW AND FURTHER GUIDANCE

The Terrorism (Protection of Premises) Act 2025 (Martyn's Law) concerns preparedness at qualifying premises and events. The Shrine maintains relevant emergency and protective-security arrangements.

UK legislation – Terrorism (Protection of Premises) Act 2025 – https://www.legislation.gov.uk/ukpga/2025/10/contents

Home Office – Martyn's Law information – https://www.gov.uk/government/collections/terrorism-protection-of-premises-act-2025-martyns-law

ProtectUK – protective security guidance – https://www.protectuk.police.uk/

Shrine grounds reference map

Food allergies, catering arrangements and school declaration

Purpose and responsibilities

The Shrine requires visiting schools to notify the Schools Department of all known food allergies, intolerances, coeliac disease, dietary requirements and relevant medical needs before arrival. The school remains responsible for obtaining information from parents/carers, maintaining individual healthcare plans, supervising pupils and ensuring emergency medicines and trained adults are available. Information must be shared securely and only with staff who need it.

Meals provided by the Shrine

For any pre-booked meal, the Catering Manager will review the dietary and allergen information supplied by the school, confirm ingredients and allergen information with the catering team, and assess cross-contact risks. The Catering Manager will then liaise with the school to confirm whether a suitable meal can reasonably be provided. The Shrine will make every reasonable effort to accommodate requirements but cannot guarantee that every dietary need can be met. Staff will verify the identity of the pupil and the correct meal at the point of service. The Shrine will not describe food as allergen-free unless this can be reliably substantiated.

Food hygiene and cross-contact

The Shrine's catering arrangements are managed under applicable food hygiene legislation, including the Food Safety Act 1990 and food hygiene regulations, using documented food safety procedures based on HACCP principles. Catering staff receive Level 2 food hygiene and allergen-awareness training. Controls include handwashing, cleaning and sanitising equipment and surfaces, segregation and safe storage of ingredients, checking recipes and supplier substitutions, safe cooking/chilling/holding temperatures and recorded checks, and preventing allergen cross-contact during preparation and service. Training supports, but does not replace, these controls.

Packed lunches and snacks

For food brought from school or home, the school must check suitability for pupils with allergies, supervise eating, prevent food sharing and manage cleaning and hand hygiene. Shrine staff cannot verify the ingredients of food supplied by others. Any food supplied by the Shrine, including snacks, remains subject to the applicable food information and hygiene requirements.

Benedict's Law and school allergy guidance

Benedict's Law refers to the statutory allergy safety requirements for schools in England introduced under the Children's Wellbeing and Schools Act 2026 and the Department for Education's Allergy Safety in Schools guidance. These duties sit with the visiting school, not the Shrine. Visiting schools must follow the applicable guidance, their own allergy safety policy and individual healthcare plans. They must provide the Shrine with accurate, up-to-date information about any pupil's allergies or dietary needs in advance and agree arrangements for meals and emergencies.

Anaphylaxis and first aid

The school must bring prescribed adrenaline auto-injectors and other required medication, ensure immediate access to them and provide adults who understand the pupil's emergency plan and are trained to respond. The Shrine has first-aid-trained staff on site 24 hours a day, but this does not replace the school's supervision and medical arrangements. If anaphylaxis is suspected, call 999 immediately, state "anaphylaxis", administer adrenaline promptly in accordance with the individual plan and applicable training, and follow emergency-service instructions. Inform Shrine staff as soon as practicable; record the incident.

After Your Visit

After your visit, you will be sent an evaluation survey. We would be most grateful if you would kindly take the time to complete it.

We welcome your feedback on all aspects of your visit as this helps us to develop our services and facilities.

Do share with us any ideas you may have have about how things might be improved or any ideas you have about new content and areas of the curriculum you would like to see covered.









Tel: 01328 824205 or 07929 670647

Email: schools@olw-shrine.org.uk

www.walsinghamanglican.org.uk/youngpilgrims/

Terms and conditions- Day Visits

1. Terms of Payment

1.1 A provisional booking received by telephone, email, and letter or in person is valid for up to a year in advance.

1.2 Our Accounts department will issue your invoice separately by email, and this will advise payment details and due date.

1.3 Full payment is due at least 2 weeks in advance of a day visit

1.4 We regret that once an invoice has been issued, we are unable to offer a refund for children who do not attend.

1.5 The Shrine reserves the right to alter tariffs.

1.6 The Shrine without prejudice reserves the right not to accept any booking or cancel a booking without reason. In the event of a cancellation by the Shrine we will primarily try to offer an alternative date for your visit but if this is not possible – any deposits paid and any payments received in advance will be fully refunded without any additional payments for costs, interest or damages. The confirmation of booking shall be deemed cancelled and there shall be no further claim against the Shrine.

1.7 Other costs incurred by visiting schools, e.g. for coach hire, are not covered by the Shrine, regardless of who has cancelled the booking. It is advised that visiting groups have insurance in place to cover any losses incurred in this manner.

2. Risk and Property

2.1 The Shrine cannot be held liable for the loss or damage to any person's property whilst on the premises.

2.2 Schools / Colleges shall be liable to pay for any damage caused to the Shrine's property and/or equipment caused by members of the group whether directly or indirectly. All costs shall be settled within thirty days of notification.

3. General

3.1 Organisers shall refer to this booklet when arranging visits to the Shrine of Our Lady of Walsingham. This document explains what is required in order to ensure the highest quality service is given by the Education Department.

3.2 Signage, promotional material or other such items shall not be displayed anywhere within the Shrine grounds or buildings without the consent of the Shrine.

3.3 The burning of candles is not permitted in any building other than the Shrine Church.

3.4 Teachers & helpers shall be responsible for ensuring the good and orderly behaviour of their pupils/students whilst staying at the Shrine.

3.5 The Education Department has a complaints policy and procedure. Any complaints concerning the visit and service provided by the Education Department must be notified to the Head of Finance in writing, as soon as it is reasonably practicable.

3.6 Teachers are responsible for pupils / students at all times during their visit to the Shrine, including Health & Safety and First Aid. This implies that they should be capable of looking after them in an emergency at any time (i.e. sober) and the pupils / students know to behave appropriately in a place of pilgrimage.

4. Force Majeure

4.1 The Shrine shall not be liable or be deemed to be in breach of contract if the booking is cancelled due to any act beyond the Shrine's reasonable control, including but not limited to: any Act of God, explosion, flood, power failure, fire or accident, war or threat of war, terrorist activity or threat of terrorism, sabotage, insurrection, civil disturbance or requisition, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental or local authority.

Shrine Grounds Reference Map

