

Group Bookings for Elizabeth Castle

Thank you for your group booking to Elizabeth Castle. Built on an islet in St Aubin's Bay, this iconic castle is surrounded by the rising tide twice a day, making it a spectacular site to visit whilst in Jersey.

Due to its position in St Aubin's Bay groups may need to take one of our ferries across to the castle. Please check when booking at what point the tide will be for your visit.

Castle Ferry Bookings

- Please arrive at least 15 minutes prior to your booking time to the Elizabeth Castle ferry kiosk as you could miss your allotted space on the ferry.
- Please ensure you leave a mobile number at the time of booking.
- The group leader should make them self known to our Visitor Services Assistant on arrival in the Kiosk to sign and complete the appropriate group booking form.
- The time given for your booking is an estimated time that the ferry will depart. Our team at the ferry kiosk will notify you when you will embark on the ferry.
- Groups of 30 or more will be asked to split into smaller groups. Our staff will ensure your group arrives at the castle as soon as possible, but please note there maybe a delay between split groups arriving at the Castle.
- **Please call** the Elizabeth Castle Ferry Kiosk or Group Bookings on the telephone number below on the morning of your visit, **by 10am latest**, to confirm your reservation.
- Return Ferry Crossings are on a first come, first served basis. Return ferries cannot be booked in advanced. The ferry staff will inform you when a ferry is available form the castle entrance.

Cancellations or amendments

To cancel your booking or amend the time you have requested, please contact Group Bookings (Monday - Friday 09.00 – 12.00) or the Ferry Kiosk (incl. Saturday and Sunday)

- **NB** bookings may be charged for if no notice of cancellation or amendment to your booking is given . We cannot guarantee your ferry trip to the Castle if your group does not arrive at the Kiosk on time.

Weather and tide

- Please note ferry times cannot be guaranteed as the ferries depend on weather and tide. We aim to offer 2 sailings per hour subject to weather conditions.
- In extreme weather conditions the ferry maybe cancelled. In this case, the Castle maybe open on the low tide when you can walk across. Please liaise with Group Booking r to confirm when your group will be able to visit the castle.
- You will be advised on booking if the tide could affect your visit to the Castle. When there is an above average high tide, the Castle may close earlier or open later as ferry access could be affected.

Contacts

Group Bookings co-ordinator – (9.00am – 12pm Monday to Friday)

Tel: 01534 633379 Email: groupbookings@jerseyheritage.org

Elizabeth Castle Ferry Kiosk (Open 9am-4.45pm everyday throughout the Summer)

Tel: 01534 634048

Elizabeth Castle (10am-5pm everyday throughout the Summer)

Tel: 01534 723971

Full risk assessments are available on request. Please ask when booking