



Cowdray Heritage Trust

Guided Tours

Frequently Asked Questions:

What happens when I buy a ticket from the Cowdray website?

You will receive confirmation of your booking via e mail.

How do I use my e-tickets?

You will receive an order confirmation via e mail that will include your Order Number. We recommend printing out a copy of this e mail and bringing it with you on the day, or you can bring a note of this number with you when you arrive for your guided tour. Your order number will be required in order to book you onto the tour when you arrive.

Do you issue refunds?

No, we regret that we are unable to issue refunds for tickets purchased via the Cowdray website.

Does the tour involve a lot of walking?

Guided tours that take place on Tuesdays, Thursdays and Sundays will involve a walk from the front of the Heritage site to the rear of the site.

Forthcoming tours may involve more walking and this will be advertised in the tour description.

Please note: access around the site is on paths which may be uneven and contain loose chippings. Sensible footwear is advised.

Is the site accessible by wheelchair?

Due to the current configuration of the site the site is not accessible by wheelchair.

Is the tour suitable for children?

Because of the current configuration of the site and the nature of the tour the tour is suitable for age 13 upwards.



How do you get to the top of the Tower?

The Tower is accessed via a spiral staircase of 75 steps approximately 35" wide.

Trips are not suitable for persons who:

- Are not comfortable with heights.
- Are not comfortable in small spaces.
- Have breathing problems
- Have heart problems or high blood-pressure.
- Have had recent surgery or illness.
- Are pregnant.

Does the Guided Tour visit all areas of the site?

Some areas of the site are currently not open to visitors, including Buck Hall and the Chapel.

Can I purchase a ticket on the day?

There are limited spaces on each tour so it is best to pre-book a ticket as spaces cannot be guaranteed.

Note:

In the event that Cowdray Heritage Trust have to cancel a tour, an alternative date or refund will be offered.

How do I contact you:

By email: heritage@cowdray.co.uk

By phone: 01730 810781 (please note that the office is not always staffed – so response may not be immediate.