



GOLDEN HIND MUSEUM SHIP BRIXHAM SCHOOL VISITS - FREQUENTLY ASKED QUESTIONS

These FAQs will complement organiser's knowledge/established procedures and help them to plan a smooth visit.

What should I do before the visit?

Organisers are responsible for ensuring that there are enough helpers, we recommend one adult for every 6 students. Helpers should know who is in their group and that they are responsible at all times for supervising the students whilst embarking, on board and disembarking the ship. Organisers can use the website to familiarize themselves with the ship and it's location, before the visit.

Naturally students will be excited - it is important that they are reminded about the Ship's Golden rules:

The Ship's Golden Rules!

No running - 'walk only'

No climbing or pulling any ropes, rigging, cords or chains

No hanging over the sides of the ship or climbing onto the edges of the ship

Take care when moving around decks especially, if the decks are wet under foot

Wear suitable footwear at all times - flat soled rubber fully enclosed shoes are recommended

Observe safety signage and ascend and descend steep staircases like a ladder as indicated onboard (ie facing the stair):

What is the Ship like?

The Golden Hind is an actual-size replica of the ship that Sir Francis Drake first circumnavigated the world in. There are five decks that have a number of activities and displays. Lighting is atmospheric which includes low but adequate display and floor lighting. There is no strobe lighting and no areas in total darkness. There are a couple of skeletons which we've tried to make friendly which we find most visitors love, if you envisage any problems please let us know before the visit



Golden Hind Ship, The Quayside, Brixham Harbour, Devon TQ5 8AW



What is a typical visit onboard?

Welcome on board

Lay out of ship explained

Explore the ship's inside and outdoor decks (outdoor decks subject to weather)

On-board costumed storyteller

Interactive questions and answers

Visit on-board shop (if required)

Can I come and see the ship before booking?

Yes - you (and your family) are welcome to visit the ship to discuss your requirements - please call to arrange.

When is the ship available for visits?

Term time week days and evenings subject to ship availability and restoration/maintenance programmes. If you have a specific date in mind please ask, we'll do our best to help!

How can I make a booking?

Call 01803 856223 or email jackie@goldenhind.co.uk to check availability. Please have to hand the following information:

- School name, organiser's telephone and email contact details
- Number of students
- Preferred date, arrival and departure times for the visit
- Purpose of visit and learning objectives
- Any special needs

We'll confirm availability, answer any questions and send an email confirming the price and payment details.

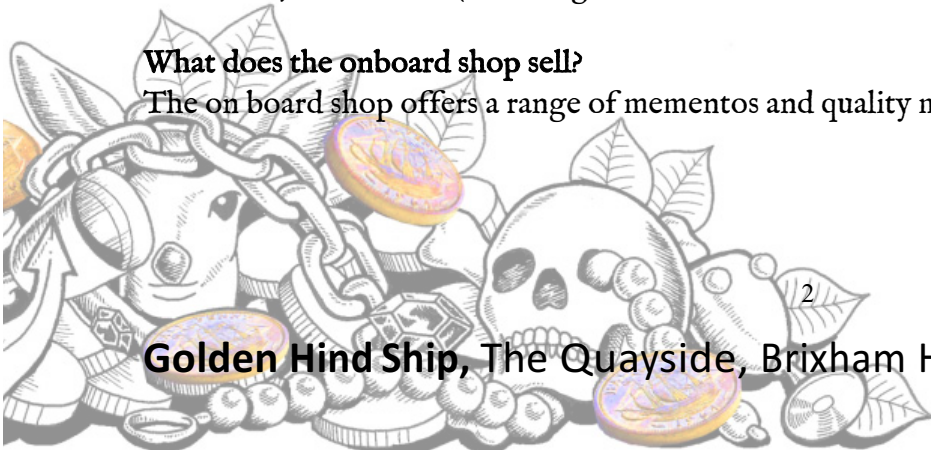
How long does a visit last?

We find the optimum length of time for a visit is around 1 to 1.5 hours so usually visits last for between 1.5 and 2 hours (including embarkation and disembarkation).

What does the onboard shop sell?

The on board shop offers a range of mementos and quality merchandise at reasonable prices.

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What are the minimum/maximum numbers of students?

A maximum of around 40 students at one time is suggested for the costumed talk. Students can be organized in to smaller groups onboard to explore the ship - tell us your preference and we'll help where we can. The indoor Great Cabin has a table and wooden benches, with seating for about 30 children and standing room for many more! 12 - 15 children can comfortably work around the table at any one time.

How much does it cost?

The charge is £5 per child with no charge for teachers/helpers based on 1 adult free place per 6 students. For groups under 20, there is an additional £20 contribution towards the costumed storyteller costs. This price is inclusive of VAT, which is summarised separately on invoices.

Will we have exclusive use of the ship?

Groups of 20 or more will usually have exclusive use of the ship although there may be visitors on board. For smaller groups of up to 20, there may be other visitors on board, depending upon the timing of the visit. The ship can take over 100 people at any one time, if other visitors are on board, we find that this doesn't have any impact on the enjoyment of the visit.

Do you have a risk assessment?

We are fully committed to ensuring that students visiting are protected and kept safe from harm. Safety and hazard info can be downloaded to help the organiser ensure that they are satisfied that the ship is suitable for their group.

Where is the ship?

We are located on the Quayside, Brixham Harbour, Devon TQ5 8AW. Please refer to **Find Us** for more information about travel and parking.

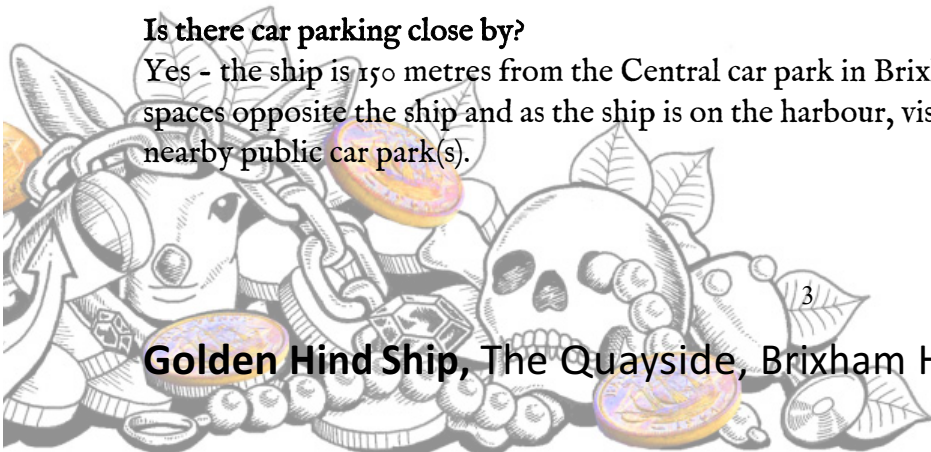
Is there a coach drop off point?

Yes, there is a coach drop off point virtually opposite the ship at Brixham Harbour and a coach park at Oxen Cove car park (run by Torbay Council) nearby.

Is there car parking close by?

Yes - the ship is 150 metres from the Central car park in Brixham. There are limited parking spaces opposite the ship and as the ship is on the harbour, visitors are recommended to use the nearby public car park(s).

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What do we do when we arrive?

A member of the Golden Hind team will be ready to welcome you on board.

How do we get on board?

Access to the ship is via a gangway that has solid timber handrails and guard rails. To board the ship may require a step up to board and/or a step down when disembarking, heights will vary depending upon water levels in the harbour. Please note that the ship is fully mobile so visitors can expect some natural movement due to the water levels changing continuously. Organisers must closely supervise their group when embarking and disembarking the ship. A member of the Golden Hind team will be on hand to help if required.

Is a visit suitable for boys and girls?

Definitely! Activities are unisex and the shop offers a range of goods for everyone.

Is there a toilet on board?

As the Golden Hind is an historic ship replica there is no modern day toilet or hand washing facilities on board. Public toilets are located within approximately 100 metres of the ship. Access on and off the ship during the visit is possible and straightforward, supervised by one of the organisers.

Is any food or drink provided?

No refreshments are included and no food or drink is permitted on board. Close to the ship there are a number of public benches and, the Old Fish Market, where it may be possible to picnic should the weather be wet.

Is there any on board storage for coats, bags etc?

There are no lockers on board, there is some deck space for some belongings should this be required.

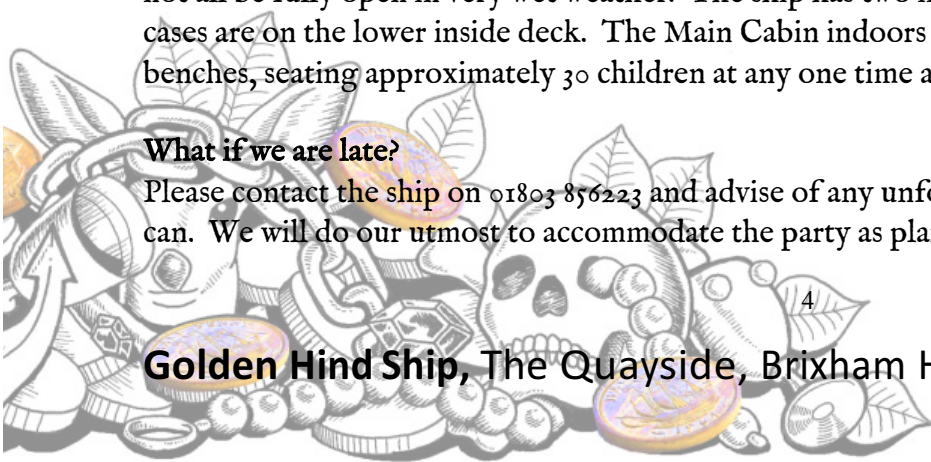
What if the weather is bad?

The ship is an all weather attraction although as some of the ship's decks are outdoors, these may not all be fully open in very wet weather. The ship has two inside decks. Most of the display cases are on the lower inside deck. The Main Cabin indoors has a big table with wooden benches, seating approximately 30 children at any one time and further standing room!

What if we are late?

Please contact the ship on 01803 876223 and advise of any unforeseen circumstances as soon as you can. We will do our utmost to accommodate the party as planned and will advise if any changes

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need to be made to the arrangements when the group arrives at the ship.

How is payment made?

Payment terms are 14 days before the date of the visit, either by cheque made payable to Brixham's Treasure Ltd or via BACS payment. It may be possible to arrange to pay in cash on the day, please contact us to discuss this.

What happens if there is an emergency on board?

In the unlikely event of a fire or similar emergency on board, safety information will be announced by a member of the Golden Hind team, who will also be on hand to assist and call the emergency services. Groups should follow all instructions given when on board.

Is there a first aider on board?

Some of our team have had first aid training we can't though guarantee that there will be a qualified first aider on board during your visit. The Golden Hind team will assist you wherever possible should there be an emergency and will call the emergency services promptly to attend any incident.

Are there other places we can visit in Brixham?

Yes, here are some suggestions of other interesting places to visit:

- Brixham Harbour - there is always plenty to see with it's fishing trawlers ad fish market.
- Brixham Heritage Museum
- Lifeboat Station
- Breakwater, Breakwater Beach and D Day Embarkation Ramps
- Brixham Library
- Berry Head Fort
- William of Orange Statue
- Battery Gardens
- Heritage Fishing Trawlers: Pligrim & Vigilance

How can we contact you?

Ship Telephone: 01803 856223
Email: jackie@goldenhind.co.uk

Emergency number out of hours: 07534 776424
Website: www.goldenhind.co.uk

THANK YOU - WE LOOK FORWARD TO WELCOMING YOU ON BOARD! N VI90116

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