



JANE AUSTEN'S HOUSE GROUP VISIT POLICY 2021

During these difficult times, Jane Austen's House is committed to ensuring the safety and welfare of all our visitors, staff and volunteers. We have revised our group booking policy for the remainder of 2021 to best manage the site and ensure every visitor enjoys their time at Jane Austen's home.



Visit Jane Austen's House in the Hampshire village of Chawton and discover the world's best loved novelist. It was in this picturesque cottage that Jane Austen's genius flourished and where she wrote, revised, and had published all her novels, including the timeless *Pride and Prejudice*.

Groups can freely explore the home and garden that Jane knew and loved, uncovering the story of her life and times, and getting up-close to objects from our unparalleled Austen collection, including Jane's writings, jewellery, and the little table at which she wrote.

**JANE AUSTEN'S
HOUSE**



We look forward to welcoming groups back to Jane Austen's House and sharing this special place with you.

BOOKING CONDITIONS:

We are unable to accommodate group visits until after Monday 21st June 2021 (pending government roadmap confirmation).

We are operating a pre-booked timed admission. To facilitate this all-group visits must:

- Visit on days when we are closed to the public - Mondays and Tuesdays. Your group will have exclusive access during their time at Jane Austen's House (min. 25 pax).
- We only allow one group in the AM (10am arrival) and one PM (1.30pm arrival).
- For groups wishing to visit on other days, a minimum of 35 pax are required, a strict arrival time will be in place due to the public timed admission system and visit time will be limited to 2 hours max.
- Group visits are self-guided with knowledgeable room stewards on hand to help and answer your questions.
- One group leader may enter for free.
- Bookings must be made 10 weeks in advance.
- A £65 deposit is payable at least 6 weeks in advance to secure the date.
- All groups must confirm final numbers and pay balances 2 weeks prior to visit.
- **Please note:** during these unprecedented times we cannot accommodate the late arrival of groups. Groups arriving more than 30 minutes late may have limited time on site, may not be given access or be entitled to a refund.

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PRICES:

- Groups are classed as 25 + (or 35+ if you are visiting when we are open to the public) with one group leader receiving free entry.
- Adults £9
- Seniors (over 65's) £8

CANCELLATION POLICY:

- A full refund is only given when we receive notification at least 10 days prior to visit. (Refund is subject to a £10 administration fee)
- If notification to cancel is received LESS than 10 days prior to visit, we will retain the original £65 deposit.
- Cancellations made on the day of visit, or no-shows will not be entitled to a refund.

MAKING A BOOKING:

- When availability is confirmed, we will ask you to complete and return a booking form within 14 days, together with a deposit of £65. A booking confirmation and details of balance payment due will then be sent.
- Payment of the balance must be made at least 14 days prior to the visit via credit/debit card (over the phone), BACS transfer or cheque. If payment is not made within this time, we will unfortunately have to cancel your booking.
- Cheques should be made payable to Jane Austen's House and sent to Jane Austen's House, Chawton, Hampshire, GU34 1SD. Payments by cheque must be received by the Museum at least 14 days prior to visit.
- Bank details for BACS: NatWest Bank, Sort Code: 60-01-13, Account No: 44136625.

Reference on BACS must state group name and/or organising company.

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HOUSE



- Refunds of both deposits and balance payments can only be issued if we are notified of a cancellation or reduction in your group numbers at least 10 days prior to the visit. Refunds are subject to an administration charge of £10.

ACCESS & FACILITIES:

Jane Austen's House is a historic property with low doorways and uneven surfaces underfoot. The ground floor and outbuildings are fully accessible and we have an accessible WC with baby changing facilities. Unfortunately, the upstairs of the main house is currently only accessible by climbing an historic wooden staircase although the upstairs can now be viewed virtually via the 360° virtual tour on our website. Assistance dogs are welcome throughout the House.

The Museum does not have any catering facilities on site. For refreshments in the village there are two options: Cassandra's Cup and The Greyfriar Pub (both directly opposite the House). Advance booking is required for groups wishing to visit these venues - please see their websites for details.

GETTING HERE:

Jane Austen's House
Winchester Road
Chawton
Hampshire
GU34 1SD

Jane Austen's House is located in the rural village of Chawton, near the town of Alton in Hampshire, and accessed via the A31/A32. Free parking is provided in the public car park opposite the House, beyond the pub car park. There are two allocated coach bays within the village car park. Please avoid parking on the roads

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whenever possible. We ask that you respect our neighbours and do not block entrances or leave engines running unnecessarily.

CONTACT US:

For any queries and to book your group visit, please contact us on enquiries@janeaustens.house.

Thank You

Updated 15th April 2021

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