



JANE AUSTEN'S HOUSE

GROUP VISIT POLICY 2023



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.

Each group is welcomed by a staff member and given a brief introduction to this beautiful Hampshire cottage.

We look forward to welcoming groups to Jane Austen's House and sharing her life and work with you.

BOOKING CONDITIONS:

- Group rates are applicable to groups of 20+

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- All groups must be booked and paid for in advance, please contact us for date availability enquiries@janeaustens.house
- A £100 deposit is payable in advance, together with a completed booking form to secure your requested date
- We require final numbers and the balance payment 14 days prior to the visit
- One group leader may enter for free
- We only allow one group in the AM (from 10am arrival) and one PM (from 1.30pm arrival)
- Group visits are self-guided with knowledgeable room stewards on hand to help and answer your questions

PRICES :

- Groups are classed as 20 + with one group leader receiving free entry.
- 2023 GROUP RATE - £12 per person

CANCELLATION POLICY :

- A full refund is only given when we receive notification at least 14 days prior to visit. (Refund is subject to a £10 administration fee)
- If notification to cancel is received LESS than 14 days prior to visit we will retain the original £100 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 £100.
- **Payment of the final balance must be made at least 14 days prior to the visit** via credit/debit card (via phone) or BACS transfer . If payment is not made within this time, we will unfortunately have to cancel your booking.
- 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.
- 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 14 days prior to the visit. Refunds are subject to an administration charge of £10.

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ACCESS & FACILITIES:

Jane Austen's House is an 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 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.

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