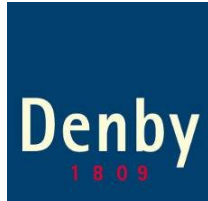


Visitor Centre

Adult Tour Group Booking Form & Information for 2012

Denby Visitor Centre, Denby, Derbyshire, DE5 8NX.
Tel: 01773 740 799 email: tours.reception@denby.co.uk
www.denbyvisitorcentre.co.uk



Visitor Centre

On the enclosed sheets you will find information about Denby Visitor Centre activities and facilities, including group rates and booking forms.

The Visitor Centre is adjacent to the Pottery in restored brick buildings, set around an attractive cobbled courtyard. All coaches and groups of all abilities are welcome, whether just for a coffee stop or a day visit.

The benefits of pre-booking are as follows:

10% off the total cost of the Tour

FREE Denby Gift for the Organiser

DISCOUNT VOUCHERS for all passengers

COACH DRIVER incentive

SET PRICE lunch deals in the Bourne's Restaurant for groups of 20-50

There is ample parking, including 6 coach spaces and all parts of the centre are fully accessible by wheelchair. The Pottery is centrally located in rural Derbyshire, on the B6179 (just off the A38) 2 miles south of Ripley and 8 miles north of Derby.

If you have any queries, or would like to arrange a familiarisation visit, please telephone the Tours Information Desk on 01773 740 799 or email tours.reception@denby.co.uk

The Factory Tour

The Factory Tour is fully guided and is designed to visit various areas of the working factory building taking in **36 steps**.

Visitors will be on foot for approximately **1½ hours**. This tour is not suitable for visitors under the age of 6, prams, babies in arms, wheelchair users or those with limited mobility.

A 'hearing helper' is available for those with hearing impairment.

The tour includes a tour of the factory floor and Craftroom (see overleaf).

All visitors are invited to make a thumb pot or famous Denby frog and paint a pot with glaze.

Glazed items can be fired for an additional charge.

An all round experience of Denby.

Duration: 1 hour 30 minutes

Available: Mondays to Thursdays only at 10.30am and 1.00pm

Admission: Adults age 16 years and over £6.95
Children under 16 years and Senior Citizens over 60 £5.25

Group Rate: 10% discount off the tour booking for parties of more than 10.
Discount shopping vouchers (NB: vouchers not issued during sale periods).
Organiser voucher for x4 Denby mugs.

If you would like to make a group booking, please complete the enclosed tours booking form.

The Craftroom Tour

The Craftroom Tour is fully guided and is designed to take in a specific area of the factory building providing an overview of Denby past and present.

The tour includes a video presentation, an introduction to our unique stoneware product, heritage ware, information panels and an artist demonstration.

All visitors are invited to make a thumb pot or famous Denby frog and paint a pot with glaze. Glazed items can be fired for an additional charge.

The tour is suitable for all ages and abilities and includes 36 steps. A lift is always on offer to wheelchair users with assistance and those with limited mobility. However, this requires further walking. We can accommodate up to 2 wheelchair users with assistance per tour.

For those with hearing impairment there is an induction loop at reception, subtitles in the video room and a 'hearing helper'.

Duration: 1 hour

Available: Monday to Sunday at 11am, 12am, 2pm and 3pm

Admission: Adults age 16 years and over £5.25

Children under 16 years, Senior Citizens over 60 and disabled visitors with helpers £4.25

Group Rate: 10% discount off the tour booking for parties of more than 10.
Discount shopping vouchers (NB: vouchers not issued during sale periods).
Organiser voucher for 4 x Denby mugs.

If you would like to make a group booking, please complete the enclosed Tours Booking Form.

Tour Group Booking Form

- Pre-booking is essential. Please telephone us on 01773 740 799 to reserve places.
- Please refer to the information enclosed before completing this form and return it to:
Sally Watson, Denby Pottery Visitor Centre Reception, Derby Road, Denby, Derbyshire DE5 8NX.
- You will then receive a booking confirmation and an invoice for a 10% deposit.

DATE OF VISIT	ARRIVAL TIMEam /pm	DEPARTURE TIMEam /pm
NAME OF GROUP:		
NAME OF ORGANISER:		
ADDRESS:		
POST CODE: NUMBER:	TELEPHONE	
MOBILE NUMBER:		

I would like to book The Factory Tour. Please tick the preferred time.	
10.30am	1. pm

I would like to book The Craftroom Tour. Please tick the preferred tour and time				
11am	12am	2pm	3pm	

Please state the breakdown of numbers in your group and the total below:				
Adults (16+)	Seniors (over 60):	Children (under 16) :	Wheelchairs, Disabled & Helpers <small>(Craftroom Tour only)</small>	TOTAL:
To help us to provide the best tour possible, please state below any disabilities within your party:				

I the organiser, confirm that I have chosen the most suitable tour for my visitors and have detailed any disabilities on the form above. I understand that our tour guide reserves the right to transfer a visitor to the Craftroom Tour, should they feel that the Factory Tour is unsuitable.



Organiser signature:

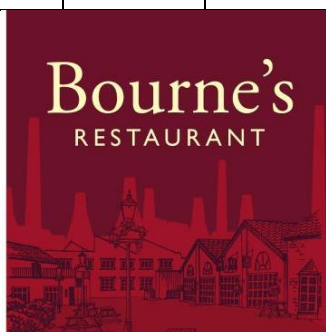
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Adult Booking Form for Bourne's at Denby

- A delicious selection of morning coffees, hot and cold lunches and afternoon teas are available on a pay as you go basis.
- There is also a *SPECIAL* Two Course Lunch menu available for only £9.95 per head.
This is suitable for parties of 20 or more arriving and dining together - see overleaf.
- If refreshments are required please complete both sides of this booking form and return to:
Visitor Centre Reception, Denby Pottery Visitor Centre, Derby Road, Denby, Derbyshire DE5 8NX

- Please contact the restaurant direct on 01773 745619 should you have any queries, special dietary requirements or if your party number has changed.
- Payment for refreshments will be required on the day in Bourne's Restaurant.

DATE OF VISIT					
NAME OF GROUP					
NAME OF ORGANISER					
TELEPHONE NUMBER					
TOTAL NUMBER IN PARTY					
NUMBER OF WHEELCHAIRS					
Requirements	Served	Arrival Time	Number of People	Cost per person	TOTAL
Morning Coffee	9.30 - 11.30am			Pay as you go	
Two Course Lunch (See menu on reverse)	12 - 3pm			£9.95	
Lunch	12 - 3pm			Pay as you go	
Afternoon Tea	3 - 4pm			Pay as you go	



**Bourne's at Denby is open daily
9.30am - 5.00pm Monday - Saturday. Sunday
10.00am - 5.00pm**



Adult Group 2 Course Lunch £9.95

Served 12am - 3pm

The following menu is available to groups of 20 -50 arriving and dining together. We regret that this menu is not available during weekends or Bank Holidays.

Please notify us prior to your visit if you have any special dietary requirements

Main Course

Quantity

Required

Served with new potatoes or French Fries and seasonal vegetables

Derbyshire Meat Pie of the Day	
Trio of Denby Sausages & Bourne's Mashed Potato	
Bourne's Famous Homity Pie (Vegetarian)	
Bourne's House Vegetarian Dish of the Day	

Desserts

Bourne's Chocolate Cake	
Luxury Ice Cream Sundae	
Home Made Fruit Crumble	

Drinks - Tea or Coffee

Important Organiser Information

Access

Denby Visitor Centre is accessible to all visitors. We hope that all visitors to the Pottery have a worthwhile experience, however, it is appreciated that those with disabilities may experience some difficulties, therefore we hope the following information will enable everyone to get the most out of their visit.

There is a setting-down point at the entrance and public parking close-by with disabled spaces. Wheelchair users with assistance and those with limited mobility will be able to access the Visitor Centre site at ground level which includes easy access toilets. Our Craftroom Tour is also suitable for all abilities. A lift is always offered to aid access to our Craftroom Tour but does require further walking. For those with hearing impairment there is an induction loop at reception, subtitles in our video room and the option of a hearing helper. Guide dogs on leads are admitted into the Visitor Centre and Craftroom Tour. Our trained staff are glad to be of assistance at all times.

Preview Visits

This complimentary facility booked in advance is available to bona fide teachers or group organisers for a maximum of two visitors to provide brief look at the working factory environment to help you select the most appropriate tour.

Payments

Payments may be made by cash, or credit card (Access, Visa, Visa Debit, MasterCard, Solo or Maestro). Please note that only Company Cheques are now accepted and should be made payable to Denby Retail Limited. We do not accept vouchers as payment.

Deposits

A minimum 10% deposit per booking is required and is non-refundable or transferable. This is requested on your first invoice and is required immediately to secure your booking.

Final Payment

Final payment must be paid prior to or on the day of your visit. The group organiser should make payment before visitors leave the coach so that any important information or vouchers can be relayed to your visitors before they disperse.

Final numbers

Final numbers are required no later than one week prior to your visit. Please note that this is the figure that will be charged for on the day of your visit.

Arrivals

Please report to Tours Reception fifteen minutes prior to the commencement of your tour advising tours reception of any disabilities or illness within your party. Late arrivals will be rescheduled if space is available.

Cancellations

A full charge will be made if less than two days notice is given or if your party fail to arrive without prior notification.

Schools & Children's Parties

For safety reasons, teachers and adults accompanying groups of children or students **must** accompany and supervise their groups throughout their visit. Children's Parties require a ratio of one adult per five children and Schools one adult per nine children/students. Special offer school plates or coasters will not be included on the tour invoice and must be paid for on the day of the visit.

Restaurant Bookings

Restaurant bookings are dealt with through Bourne's restaurant direct. They can be contacted on 01773 745619. Please contact the restaurant directly should the party number change or if you have any queries.

Planning Your Day Out

Here at Denby we understand the preparation that goes into organising a day out for a group of visitors.

Whether your visit is brief or you wish to spend the whole day with us, we can help you get the most out of your visit.

The suggested itinerary below demonstrates how you may like to fill a full day. However, this can be tailored to suite the requirements of your group as the Pottery Tours and Cookery Demonstrations are also available at alternative times.

You may also wish to arrange your visit on one of our special event days

We hope you find this helpful.

10am Arrival

Morning coffee in Bourne's Restaurant

10.30am Factory Tour or 11am Craftroom Tour
Factory Tour duration 1½ hours, Craftroom Tour 1 hour.

12pm Lunch in Bourne's Restaurant
Duration 1 hour. See our separate form enclosed for details.

1pm Browsing around the Shops and Museum
See our layout plan enclosed for our shop information.

2.30pm Cookery Demonstration
Duration ½ hour. This complimentary feature includes two seasonal recipes to taste and try out at home. Children's educational visits welcome.

3.15pm Afternoon Tea in Bourne's Restaurant

3.45pm Further Browsing

4.30pm Depart

For groups visits with children we also offer an outdoor play area, children's restaurant menu and a partially sheltered picnic area