

NOTES FOR GROUP LEADERS AND TOUR ORGANISERS

These notes are to assist you in planning a successful visit to Cothay. Please note that paragraphs 4-6 must be briefed to your Group ahead of the visit to avoid surprises or issues on the day.

GENERAL

1. **Dates.** At Cothay, we very much look forward to helping you plan your visit. Your first step is to check your desired date with Cothay. This can be done by E-Mail or telephone. But before doing so, please take a look at the Booking Form and the accompanying notes to get a feel for the sort of information that will eventually be required. On contacting Cothay for the first time to discuss proposed visit dates, it will assist you greatly to have an early indication of approximate numbers, whether the visit is for both the House and Gardens and the likely arrival time. The Cothay staff will then advise you on feasibility, and what information is required by what date.
2. **Coaches and Arrival Times.** It is the responsibility of the Group Organiser to liaise with the Coach Company, in particular to discuss the size of coach as the lanes are quite tight. Note also that Coach drivers often underestimate the journey time once in the lanes. It takes approximately 15 minutes to Cothay from Greenham by coach. The Coach Company can check the pre-Greenham journey time using Google Maps and then add in the 15 minutes. You **must insist** that the driver approaches via Greenham and does not trust SATNAV. Choosing any other route in will guarantee that he/she will get stuck in the lanes and your visit will be spoiled beyond recovery. So, from the A38 exit to Greenham, Cothay is then signed all the way by a combination of white 'finger-posts' and brown 'tourist signs'. If - on the day - it looks as though you are likely to be late, please call ahead so we do not have staff and tour guides waiting on hand. **A late arrival of more than 30 minutes will attract a surcharge of £10.**
3. **Refreshments on Arrival.** Most groups choose to have pre-booked Tea, Coffee and Biscuits on arrival, particularly after what can be a long coach journey. This also allows time for the party to have a comfort break.

HOUSE TOUR

4. **Preparation.** Before commencing the tour, there will be a briefing on house rules and general safety. The group will then make its way into the courtyard. Before entering the Manor, visitors are asked to don blue overshoes in order to protect the floors and furnishings.
5. **Garments.** Coats etc... must either be placed on the coat rails provided or fastened if worn. Many of the Cothay rooms are quite small, and fastening coats prevents precious items being knocked off tables and surfaces.
6. **Security.** All bags, cameras, etc... are secured in a lock-up, the key being held by the tour guide, visible for all to see. Security of bags is a specified condition of Cothay's Insurance Policy so there are no exceptions. Neither 'Still' photography

nor 'video recording' are permitted inside the Manor but there is an excellent Guide Book and postcards for sale in the shop. Mobile Telephones with a camera/video facility may be switched to silent/vibrate mode for emergencies but may not then be used for photography or video recording during the tour.

7. **Duration.** The House Tour takes approximately 75 minutes but please allow 15 minutes on top of that for entry and exit procedures. 51 is the maximum number for a House Tour and above 22, the group will be divided into sub-groups due to the size of the rooms, with tour guides taking these groups around concurrently but in different directions. If, by chance, your group is over 51, we will need to discuss the timings of non-concurrent House Tours. Non-concurrent tours are entirely workable (subject to other groups) but may extend the duration of the visit.

THE GARDENS

8. There are approximately 12 acres of Gardens set within 38 acres of land. Opposite the Tea Room is the nursery with many of the unusual plants seen in the garden for sale. The Cothay gardeners are almost always on hand to answer question on specific plants and their settings.

INDIVIDUAL PURCHASES

9. There is a Garden Shop and an Antiques Shop to the left of the terrace at the rear of the Manor. Plants can be purchased as above. Cothay does not yet have the ability to process card payments, so please bring cheque books and / or cash.

GROUP INVOICING AND PAYMENT

10. An Invoice will be produced on the day and either passed to the Group Leader or left in the Till in the Tea Room. Group leaders are responsible for collecting payment on behalf of their group **prior to arrival**. Cheques should not be completed until the Group Leader has received the Invoice as there are sometimes unforeseen changes to Group size at the 'eleventh hour'. Any such changes must be communicated to Cothay in good time to avoid paying for food that has been ordered or prepared. 'Best Practice' is for the authorised signatory / signatories to complete the 'Payee' section of the cheque (Cothay Manor & Gardens) and then to sign the signature block allowing the Group Leader to fill in the amount based on the agreed Invoice provided.

SUMMARY

We very much hope that the above notes provide enough detail to allow you to start planning your visit. We always welcome feedback so if there is anything that could be clearer, please take the time to let us know.

COTHAY MANOR & GARDENS - GROUP BOOKING FORM

Group Details (General)

1	Date of Visit	
2	Full Name of Group	
3	Name of Contact / Group Organiser	
4	Telephone Number	
5	E-Mail Address	
6	Mobile Telephone Number	

Booking Requirements (Detailed)

7	Size of Group						
8	Travelling From						
9	Arrival Time						
10	Arriving By (Please tick one)	Coach		Minibus		Cars	
11	Coach / Minibus Company Contact Details	Name: Contact Tel:					
12	Latest Departure Time from Cothay						
13	Numbers Visiting Garden Only						
14	Numbers Visiting both House & Garden						

Catering and Refreshments¹

15	Numbers for Tea, Coffee and Biscuits <i>on Arrival</i>	Teas	___	Coffee	___	Biscuits	___
16	Numbers for Tea or Coffee <i>after Lunch</i>	Teas	___	Coffee	___		
17	Ploughman's Lunches (Food is ordered in from local suppliers so the quantities of each must be specified. <i>Minimum order of 12 applies.</i>)	Cheese	___	Ham	___		
18	Ice Cream (Usually Styles Farmhouse Ice-cream)	___					
19	Cream Teas (2 home-made scones, jam, cream and a pot of tea). Scones are baked to order on the day. <i>Minimum order of 12 applies.</i>	___					

Feedback

20	Keeping Cothay 'Open-for-All' is of huge importance to us. We would be very grateful if you could take a few moments to let us know how you heard of Cothay. Understanding our 'reach' and the effectiveness of our Marketing allows us to keep costs down for all. Thank-You	
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Declaration: I understand that completion of this form and its receipt by Cothay Manor & Gardens will be taken as confirmation of the proposed visit.

Signed

Date

¹ Sorry but picnicking is not permitted in the Gardens or the Tea Room.

Notes for Completing the Booking Form

- Box 3.** Date of Visit. It is important to check availability with Cothay prior to submitting this booking form.
- Box 4.** Telephone Number. Primarily used during the booking and confirmation process.
- Box 5.** E-Mail Address. For routine correspondence and confirmation of booking.
- Box 6.** Mobile Telephone Number. Highly desirable for us to have for the day of the visit in case there are matters arising.
- Box 7.** Size of Group . Approximate numbers in the early stages of a booking. This allows us to determine the maximum size of the House Tour groups (if applicable) and the number of Guides required. It also allows us to determine where within Cothay, the group will take refreshments and food, in the event of more than one group visiting on a given day. **Final numbers and all catering request must be confirmed 2 weeks before the visit.**
- Box 8.** Travelling From. Useful to allow Cothay to review journey times.
- Box 9.** Arrival Time. This is important as it allows us to ensure that refreshments are ready on arrival and that Tour Guides are preset (if required). It also allows us to de-conflict with other Groups and coordinate the arrival and departure of coaches.
- Box 11.** Coach / Minibus Company Contact Details. To allow Cothay to send detailed instructions and discuss Coach dimensions.
- Box 12.** Latest Departure Time from Cothay. Allows Cothay to ensure that there is enough time for the visit and discuss adjustments with the Group leader as required.
- Box 14.** Numbers Visiting both House & Garden. During the Garden Season (Apr-Sep), Garden admission is a pre-requisite for conducting a House Tour. If more than 20 visit Garden and House, a discount will be applied.
- Box 17.** Catering. Due to other Groups and the Gardens being open to the general public, it is not possible for groups to take 'pot-luck' in the tea room on the day as far as catering is concerned. The tea room would not be able to cope and both the group and the general public would have their visit experience spoiled as a result.

Please return your completed Booking Form to:

The Administrator (Groups)
Cothay Manor & Gardens
Greenham
Wellington
Somerset
TA21 0JR

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E-Mail cothaymanor@btinternet.com