



BARNSTAPLE TOWN COUNCIL

POLICY ON THE USE OF TOWN COUNCIL BUILDINGS BY COMMERCIAL TOUR COMPANIES

Barnstaple Town Council welcomes visitors and tour companies to our properties which encapsulate much of the rich history and heritage of the town. Some of the buildings have multiple uses, for example, the Guildhall is often used for weddings and hired by outside companies and organisations for conferences and training sessions.

In order to ensure that there is no embarrassment or confusion over bookings, Barnstaple Town Council has devised a policy to enable uninterrupted use of these wonderful buildings which are owned and maintained by the Council. The policy is set out below:

1. Tours wishing to visit any Town Council buildings will be subject to a charge of £50.00 per visit up to a maximum of 50 persons. Tours in excess of this number should apply to the Town Council for the appropriate charge rate.
2. All tours must be booked through the Castle Centre Manager, Mrs Rosemary Newcombe, who can be contacted as follows:-

Telephone: 01271 323576

Email: rosemary.newcombe@barnstapletowncouncil.co.uk

By post or in person: The Castle Centre, 25 Castle Street, Barnstaple, Devon, EX31 1DR.

The Castle Centre Manager is available from 8.30 am – 11.30 am Monday – Friday and an answer phone service is available for messages outside of these times.

3. It would be appreciated if tours could be booked at least 48 hours ahead.

4. When making a booking, tour operators will be asked to identify each building to which they require access, and should note that access to the interior of the Albert Clock is not permitted at any time, and that photography or filming in the Dodderidge Room is not permitted without the prior consent of the Town Council.
5. Tour operators will be required to indemnify the Town Council against any damage to property or contents resulting from the tour.
6. Tours will not be permitted when other hirers are in the buildings or when any Town Council events are taking place (including the Town Council's own Guided Tours) or when preparations are being made for the annual Fair Proclamation Ceremony.

Addendum – 2011/12 – St Anne's Chapel:

The Town Council has applied to the Heritage Lottery Fund for money to repair and restore St Anne's Chapel. If the bid is successful, work on the Chapel is likely to start in the autumn of 2011, continuing until late 2012. During this time, the Chapel will not be available for tour visits.