



CLIFTONSUSPENSIONBRIDGE

Clifton Suspension Bridge Hard Hat Tour – Booking Information

One Hour Experience

Our one hour experience begins at the Visitor Centre on the Somerset side of the bridge. Upon arrival you will don a hard hat and high vis jacket and learn about the construction and discovery of the huge red brick abutments which support the bridge towers. You will then descend down a ladder to explore two of the twelve vaulted chambers inside the Leigh Woods abutment.

Two Hour Experience

Meet your guide on the grassy area near the Clifton Toll Booth on the Bristol side of the bridge for our two hour tours. You'll cross the bridge learning about the history or engineering of the vaults, so dress for the weather and be aware that you'll need to keep hold of your belongings for the first part of your tour. There will be time for a break at our Visitor Centre before you make your way into the vaults.



The nearest coach drop-off bay is on Sion Hill, postcode BS8 4AW. Useful information for those making their own way to the bridge can be found on our website here: www.cliftonbridge.org.uk/visit/how-to-find-us.

Individual and Family Tickets

Check the Events section of your website, where you'll find the latest booking information. (www.cliftonbridge.org.uk)

Group Booking Information (finishing before 5pm)

- For safety reasons we are unable to take more than 12 visitors into the vaults at any one time.
- If you would like to bring a larger group, it is possible to run two tours consecutively on the same date or to book for multiple dates.
- Bookings can be taken for any day from Monday-Sunday although there is limited weekend availability.
- Group leaders will be sent an invoice before the event. A deposit is required in advance, with the balance to be paid after the event. You can arrange to pay in person with cash or card, by cheque or via bank transfer (BACS).
- The latest start time for a two hour tour is 6.30pm – that's an 8.30pm finish!

Information for your Party

Please ensure that all members of your group are aware of the following restrictions. For safety reasons, we may not be able to allow members of your party to access the vaults if they have not complied with the following:

- Tours are suitable for age 7+ and under 18s must be accompanied by an adult. For school and youth groups we'd recommend a ratio of 1:5, but if you're planning a friends and family trip parents/guardians should be responsible for the safety of their own children. Ideally a ratio of 1 adult to 2 children is preferred.
- There is a minimum height limit of 1.2m.
- Please wear sturdy shoes with good grip such as hiking boots or trainers. You will not be allowed to join the tour in heels or open-toed shoes.
- This tour includes climbing a vertical ladder and passing through a low corridor. Please ensure that you are physically capable of doing so. Find more information at www.cliftonbridge.org.uk/vaultsbooking
- Please ensure that any camera, phone, or device you bring will fit in your pocket or bag so that you have two hands free to climb the ladder.
- Only small rucksack type bags worn over both shoulders or bags with cross-body straps will be permitted inside the vaults. Large bags, handbags, umbrellas and so on can be stored securely at the Visitor Centre during your tour.
- Be aware that the vaults can be wet and/or muddy inside, particularly after heavy rain. Please wear suitable clothing and ensure that cameras or mobile phones are protected from the calcite saturated water which may fall from the ceiling.
- Please call us on 0117 974 4664 before booking if you are concerned about claustrophobia or vertigo.

What to Bring

- Please ensure that everyone is dressed for the weather.
- Please arrive promptly. It may not be possible for late arrivals to join us because hard hats and high vis must be worn in the chambers.
- The vaults are well-lit. However if you are bringing a group on an Autumn evening, torches are recommended for navigating the route.

Useful to Know

- Hard hats and high-vis are provided.
- Toilets are available in the Visitor Centre.
- There are limited opportunities to sit down during this tour.
- Once the underground portion of our tour begins, it will not be possible to leave the group unless an emergency situation arises.
- Due to access requirements, it is recommended that walking sticks are not carried on the underground section of the tour.

For your Safety

- All participants will be required to fill in a form prior to taking part in the activity to acknowledge they:
 - Are aware of the potential risks involved.
 - Confirm they are physically fit.
 - Will follow the instructions given by the guide.

Please note: Staff and volunteers at CSBT are not medically qualified and so are not in a position to assess the capacity of participants to undertake an activity. It remains the individual's responsibility to undertake such an assessment prior to participation. If you have any of the following medical conditions we strongly recommend you consult your doctor prior to participation: Heart disease or any cardiac condition that may require immediate medical attention; neck or back injuries; recent, reoccurring or existing injuries; severe allergic reactions; haemophilia; epilepsy; asthma; diabetes; currently taking any blood thinning medication.

Late Arrival

We understand that things out of your control may cause you to arrive late. If you think you will be more than 10 minutes late please contact the Visitor Centre on 0117 974 4664. In the event of a late arrival we will do our best to accommodate you, but may have to reduce the length of your tour.

Cancellation

We require a deposit to secure private bookings. If you cancel your tour with notice beyond 14 days we will refund your deposit. If you cancel your tour within 14 days of your tour date we will keep your deposit, due to the arrangement of staffing and tour guides.