

## Education Customer Training Guide - Ventralta



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## Welcome!

Hello, and welcome to the **English Heritage Education Booking Guide**.

This guide is designed for **teachers, group leaders, and education organisers** who are looking to book a visit to one of our historic sites. Whether you're planning a **free visit**, a **Discovery Visit led by our experts**, or a **learning experience for an international group**, this guide will take you through everything you need to know.-**led visit**

### What we offer

At English Heritage, we're committed to supporting learning outside the classroom. Education groups can choose from:

- **Free visits** for UK schools and learning groups-led
- **Discovery Visit workshops** – hands-on, immersive, curriculum linked workshops delivered by our expert teams-on, immersive, curriculum-linked workshops delivered by our expert teams
- **Education visits for international groups**, including optional paid workshops where available

### A new way to book

We're excited to be introducing **Ventrata**, our new education booking system. This system will make booking your visit:

- **Faster** – with Realtime availability-time availability
- **Easier** – with simple online self-service-service
- **More flexible** – allowing you to manage your booking in one place
- **Instant** – with immediate confirmation of your visit by email

As part of this update, the way you book with us is changing.

You'll now be able to:

- **Create your own education account online**
- **Book visits directly through your portal**

- Add learners, leaders, and booking details yourself
- Pay securely online for any chargeable options

## What is changing with the Implementation of the Ventrata Ticketing System?

- All Education bookings for customers will be made through Ventrata

Customers will no longer need to make Education bookings via the Merac system.

### Accessing Ventrata

- **Customers who currently have an existing Merac Education booking account:** Customers who already have a Merac account be sent a notification to login to their new account
- **Customers who haven't booked with us before:** New customers will be directed to the English Heritage website so register for a Ventrata account.

### Overview of how the Customer experience will Change

Key benefits of the Ventrata system for Customers include:

- **Self-serve functionality**, allowing Customers to amend their booking or personal details (within certain confines) themselves, rather than having to call the contact centre.
- **One-basket checkout**, enabling customers to book trips to multiple sites, coach parking, workshop ad-ons in one go, rather than having to go through the checkout and payment pages for each individual purchase.

## Logging into Ventrata

**Step 1:** Click the Education Booking portal link ([Ventrata](#)) from your account registration confirmation e-mail (see example screenshots below).

### English Heritage Education Bookings – Account Registration

Thank you for your interest in booking an education visit with English Heritage.

Please use this form to register your school/learning group for an account. Once completed, we'll let you know that we've received your request, which will be processed within **3 working days**.

You'll get an email once your account is approved, and then you'll be able to make and manage your booking.

It will take **5 minutes** to complete this form. We need information about:

- Your school / learning group
- You / your group leader

If you are from a school, please be ready to provide your school URN. If you don't know your URN, you can find it on [Get Information About Schools](#). If you do not have a URN, please tell us your expected learning outcomes so we can validate you for free entry as per our [terms and conditions](#).

When you submit this form, it will not automatically collect your details like name or email address unless you provide them yourself.

## Tell us about your school/learning group

School / learning group name \*

School / learning group type

Select your answer

School URN (if applicable)

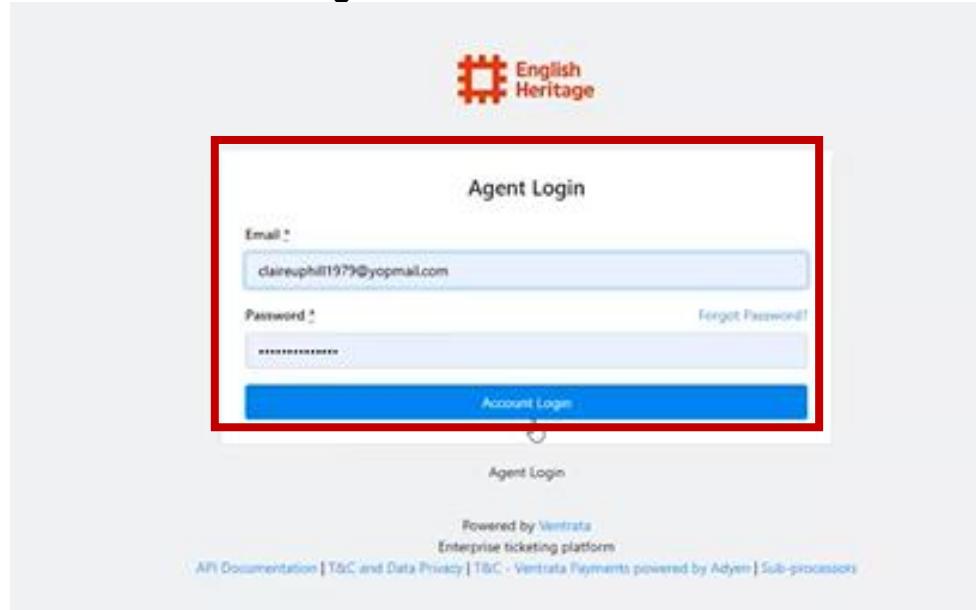
Six-digit code assigned by the DfE. If you don't have one, please provide expected learning outcomes below. You can look up your URN on [Get Information About Schools](#).

What will you be focusing on? \*

Select your answer

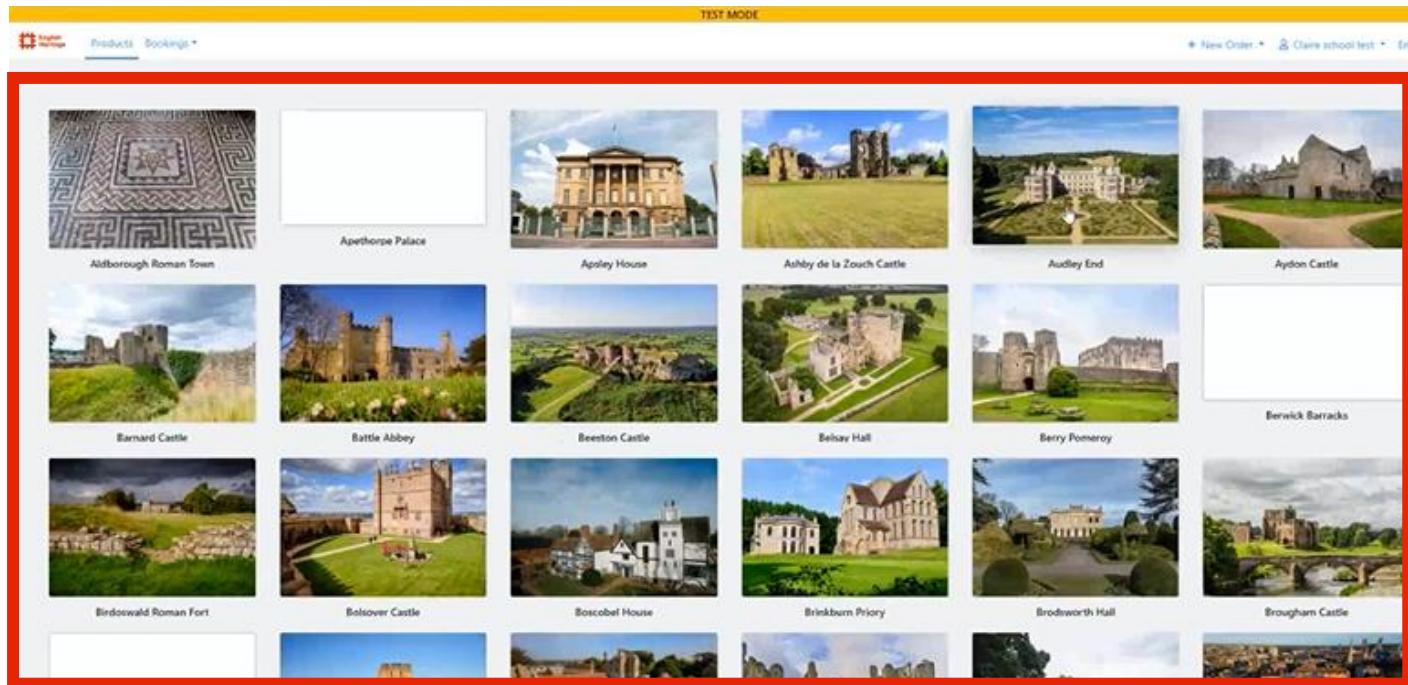
Expected learning outcomes

**Step 3: Type in your Ventrata e-mail log in and password in the 'Agent Login' box and click the 'Account Login' button**



The screenshot shows the 'Agent Login' page. At the top is the English Heritage logo. Below it is the heading 'Agent Login'. There are two input fields: 'Email \*' containing 'clareuphill1973@yopmail.com' and 'Password \*' containing '\*\*\*\*\*'. To the right of the password field is a 'Forgot Password?' link. Below the input fields is a blue button labeled 'Account Login'. A red box highlights the area around the email and password fields, and another red box highlights the 'Account Login' button. At the bottom of the page, there is a link to 'Agent Login', followed by a note that the site is 'Powered by Ventrata Enterprise ticketing platform' and links to 'API Documentation | T&C and Data Privacy | T&C - Ventrata Payments powered by Adyen | Sub-processors'.

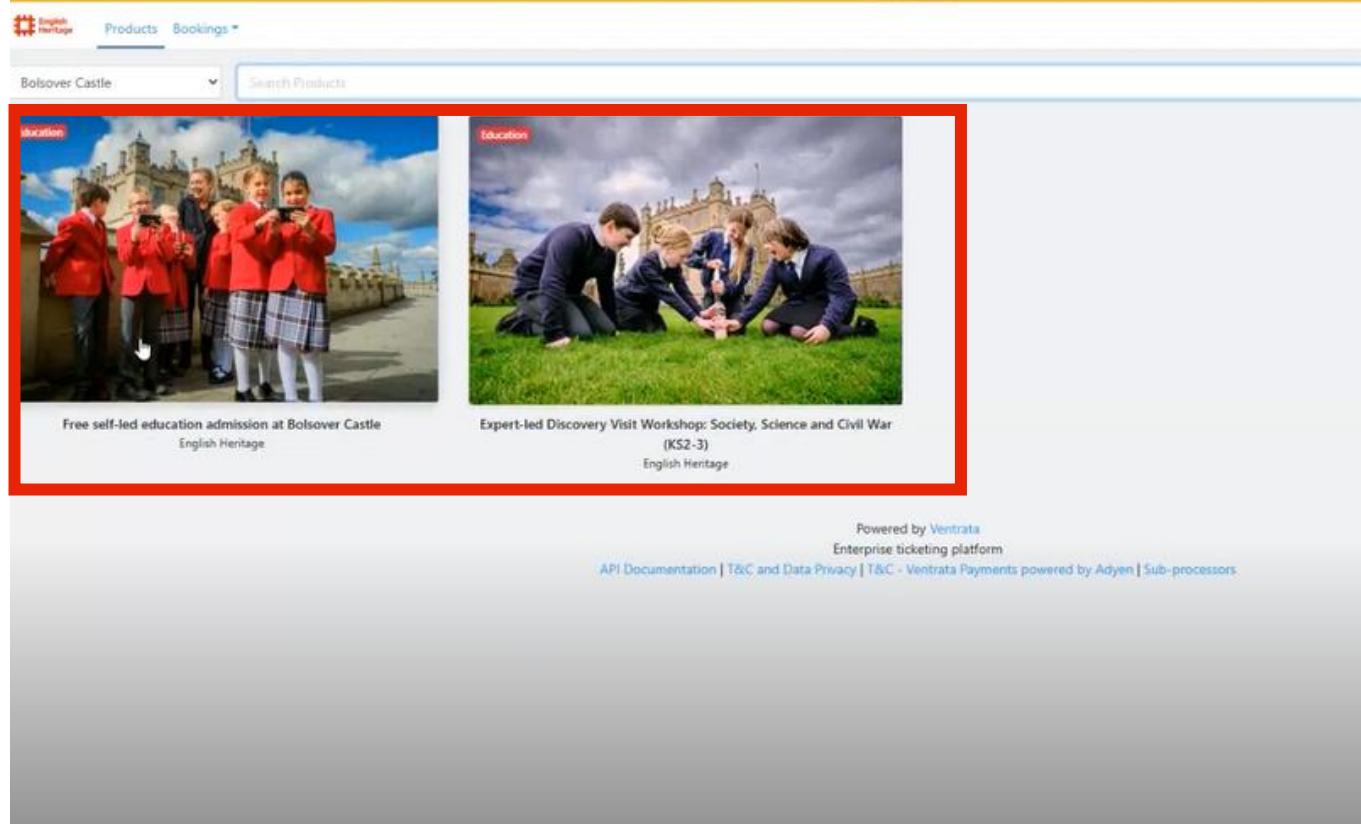
**Step 4:** You will be taken to the ‘Products’ landing page in Ventrata – where you will see all the English Heritage sites that are available to book. *Please be aware that some sites may not have images available.*



## How to book a free self-led visit: Bolsover Castle Example

### Example: Booking Bolsover Castle

1. **Step 1:** Click onto the Bolsover Castle picture.
2. **Step 2:** You will be taken into the **Bolsover Castle product offerings for Education**



Products Bookings Search Products

Bolsover Castle

Free self-led education admission at Bolsover Castle  
English Heritage

Expert-led Discovery Visit Workshop: Society, Science and Civil War (KS2-3)  
English Heritage

Powered by Ventra  
Enterprise ticketing platform  
[API Documentation](#) | [T&C and Data Privacy](#) | [T&C - Ventra Payments powered by Adyen](#) | [Sub-processors](#)

**Tip:** For sites where Discovery Visits are offered, Customers will have the option of booking either:

- A) A free self-led visit
- B) A workshop

3. Step 3: Click '**free self-led education admission at Bolsover Castle**'



Products Bookings

Bolsover Castle

Search Products

Education

Free self-led education admission at Bolsover Castle

English Heritage

**Tip:** Anything that has an asterisk next to it means it is a mandatory question you must fill out to be able to complete the booking (e.g. 'How will your visitors be arriving?\* - see screenshot below).

TEST MODE

Products Bookings 

Bolsover Castle 

Free self-led education admission at Bolsover Castle

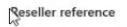
Booking Product Description Product FAQ Product Cancellation Policy

Currency  GBP

How will your visitors be arriving?\* 

Coach  Minibus  Car  Public Transport  On foot

Skip Confirmation Email

Reseller reference 

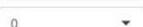
Voucher Number 

Leader 

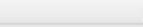
Student ks1 

Student ks2 

Student ks3 

Student ks4 

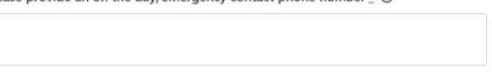
Student ks5 

Promotion 

No Promotion 

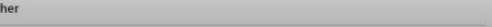
Subtotal £0.00 

Total £0.00 

Please provide an on the day/emergency contact phone number\* 

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for your visit in the free text box. By giving as much detail as possible you're helping to support the ongoing development of our learning offer. If you're a learning group from the UK, this information is required so we can provide free access as part of our free school visit scheme ([www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/](http://www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/)). Which subjects are you studying?\*

History  STEM  History and other subject(s) (please specify below)  Other subject(s) (please specify below)

Other 

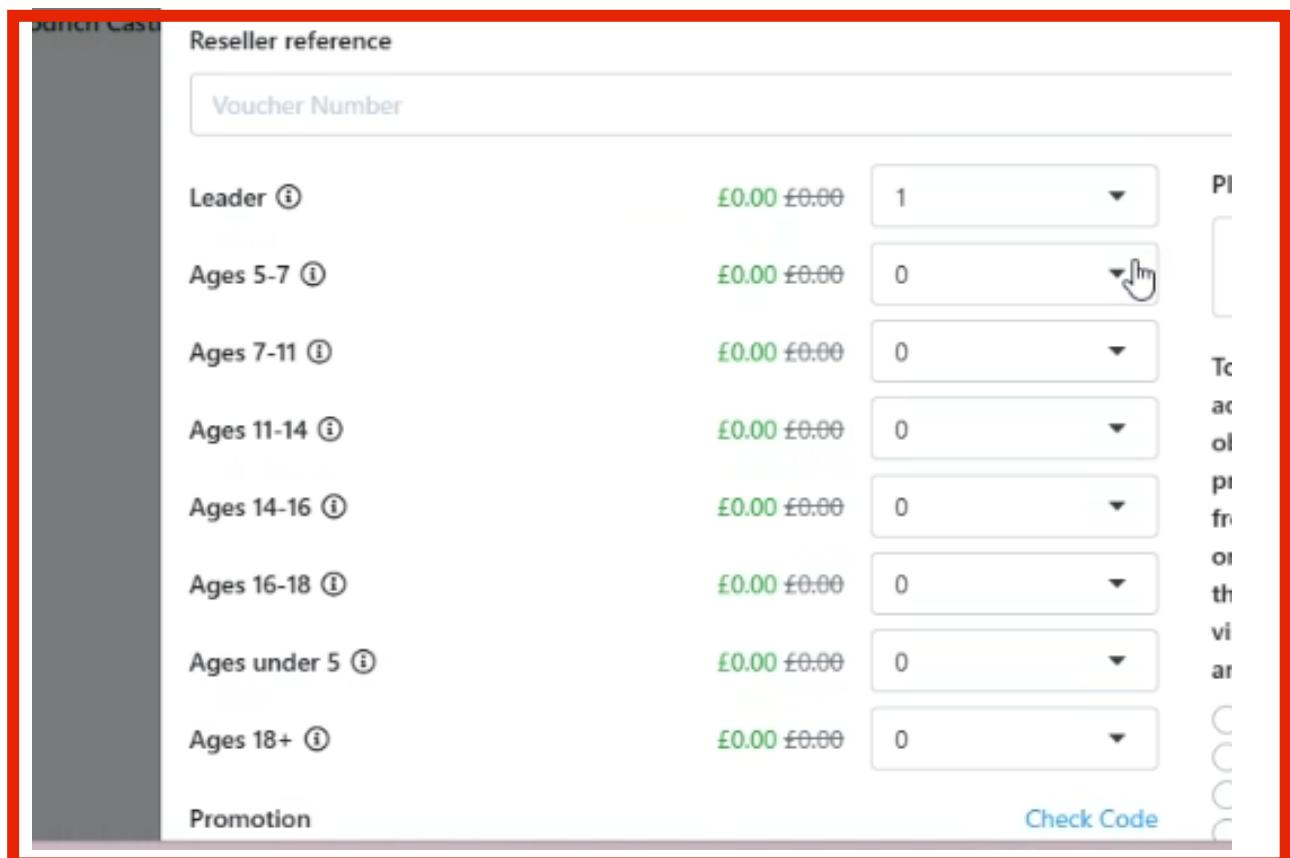
**Tip:** Please ignore the 'Reseller reference' bar (see screenshot below)



Reseller reference

Voucher Number

4. Step 4: Add the number of leaders & students for your booking.



Category	Price	Quantity	Actions
Leader ⓘ	£0.00 £0.00	1	PI
Ages 5-7 ⓘ	£0.00 £0.00	0	▼
Ages 7-11 ⓘ	£0.00 £0.00	0	To
Ages 11-14 ⓘ	£0.00 £0.00	0	ac
Ages 14-16 ⓘ	£0.00 £0.00	0	ol
Ages 16-18 ⓘ	£0.00 £0.00	0	pi
Ages under 5 ⓘ	£0.00 £0.00	0	fn
Ages 18+ ⓘ	£0.00 £0.00	0	or
Promotion			th
			vi
			ar
			Check Code

**Tip:** If you try to go over the required ratio and complete your booking, the system will direct you back to the Leader/Student ratio section and ask you to book within the required ratio limit.

**5. Step 5: Provide a day/emergency contact number**

Please provide an on the day/emergency contact phone number \* 

079995555555

**6. Step 6: Select the subject which you are studying out of the following four options:**

1. History
2. STEM
3. History and other subject(s)
4. Other subject(s)

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for your visit in the free text box. By giving as much detail as possible you're helping to support the ongoing development of our learning offer. If you're a learning group from the UK, this information is required so we can provide free access as part of our free school visit scheme ([www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/](http://www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/)). Which subjects are you studying? \*

- History
- STEM
- History and other subject(s) (please specify below)
- Other subject(s) (please specify below)

Other

I

**Step 7:** Type in your learning objectives in 10 words or more in the text box.

Your learning objective in 10 words or more \*

Learning more about the civil war

**Step 8: Identify whether your group has any Special Educational Needs & Disability (SEND) requirements and click either the 'Yes' or 'No' buttons.**

Your learning objective in 10 words or more:<sup>\*</sup>

Learning more about the civil war

Does your group have any special educational needs and disability (SEND) requirements? Is there anyone in your visiting group with physical or sensory requirements that we need to be aware of? Due to their nature and location, our sites can present a challenge to some visitors. Please review the access information provided on our website and email [bookeducation@english-heritage.org.uk](mailto:bookeducation@english-heritage.org.uk) or call 0370 333 1181 if you have any further questions. \*

Yes  
 No

If Yes, please give as much detail as possible:

**Step 9:** Provide your estimated arrival time.

What is your estimated arrival time? \* ⓘ

10:00

**Step 10:** Provide your estimated departure time.

What is your estimated departure time? \* ⓘ

14:00

**Step 11: Select your travel date.**

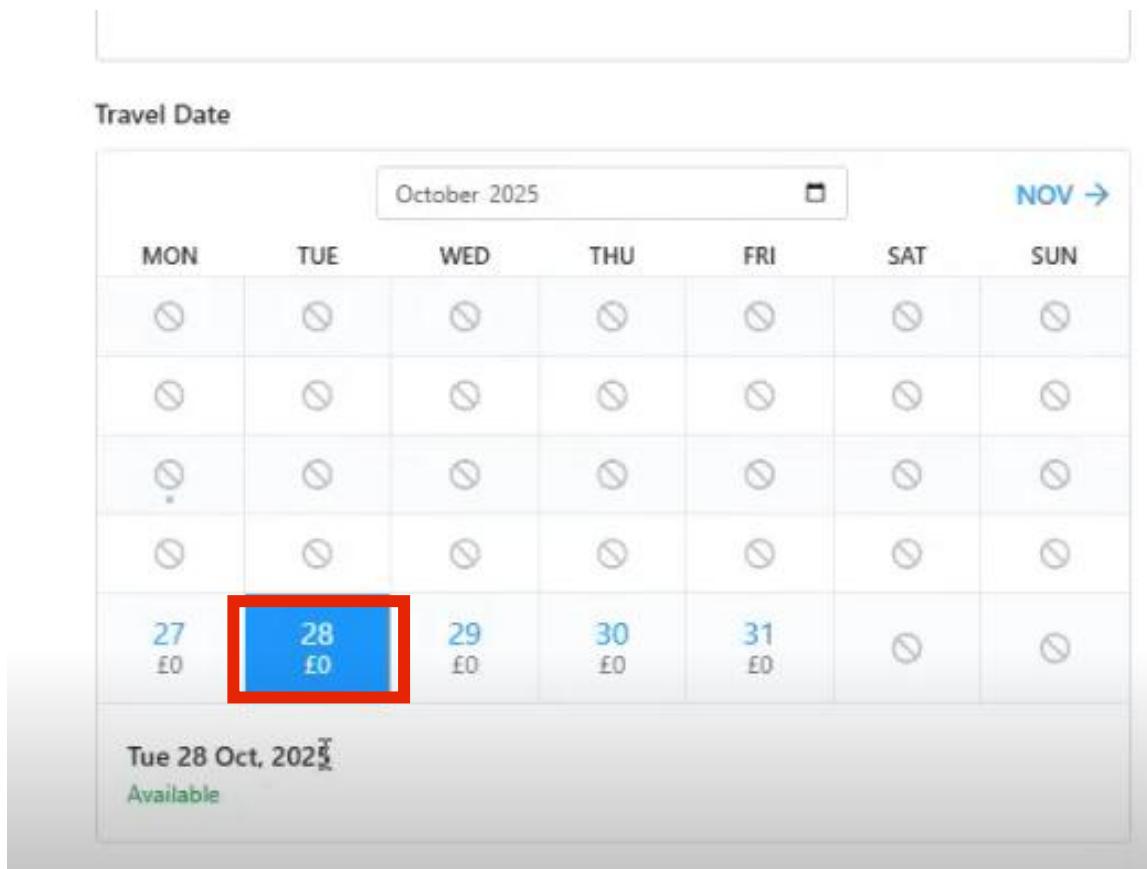
Travel Date

October 2025								NOV →
MON	TUE	WED	THU	FRI	SAT	SUN		
								
								
								
								
<b>27</b> £0	 28 £0	29 £0	30 £0	31 £0				

**Tip:** You will be able to see the sites' availability for the next 7 days.

**Tip:** The price is '£0' in this example as it is a free self-led visit.

**Step 12:** Click on your chosen date.



Travel Date

October 2025						
MON	TUE	WED	THU	FRI	SAT	SUN
⊗	⊗	⊗	⊗	⊗	⊗	⊗
⊗	⊗	⊗	⊗	⊗	⊗	⊗
⊗	⊗	⊗	⊗	⊗	⊗	⊗
⊗	⊗	⊗	⊗	⊗	⊗	⊗
27 £0	28 £0	29 £0	30 £0	31 £0	⊗	⊗

Tue 28 Oct, 2025

Available

**Tip:** If your chosen date is bolded in **Blue**, it means the site is available.

**Tip:** If your chosen date has a **Grey 'no-entry' icon**, it means the site is closed.

**Step 13:** Scroll to the bottom of the screen and click the blue button labelled 'Checkout' on the bottom right of the screen.

systems   reports   https://www.prime...

Logout                           

<input type="text"/>	<input type="text"/>	<input type="text"/>			
Subtotal	£0.00	Subtotal	£0.00	Subtotal	£0.00
VAT 20%	£0.00	VAT 20%	£0.00	VAT 20%	£0.00
Total	£0.00	Total	£0.00	Total	£0.00
 Student KS2	QVG6NGX8	 Student KS2	AZ3QCN3V	 Student KS2	9PSTETJ4
Voucher Number	<input type="text"/>	Voucher Number	<input type="text"/>	Voucher Number	<input type="text"/>
Barcode Alias	<input type="text"/>	Barcode Alias	<input type="text"/>	Barcode Alias	<input type="text"/>
Subtotal	£0.00	Subtotal	£0.00	Subtotal	£0.00
VAT 20%	£0.00	VAT 20%	£0.00	VAT 20%	£0.00
Total	£0.00	Total	£0.00	Total	£0.00
 Student KS2	W311N7RT	 Student KS2	4CHPSQ9T	 Student KS2	VJNMTDRG
Voucher Number	<input type="text"/>	Voucher Number	<input type="text"/>	Voucher Number	<input type="text"/>
Barcode Alias	<input type="text"/>	Barcode Alias	<input type="text"/>	Barcode Alias	<input type="text"/>
Subtotal	£0.00	Subtotal	£0.00	Subtotal	£0.00
VAT 20%	£0.00	VAT 20%	£0.00	VAT 20%	£0.00
Total	£0.00	Total	£0.00	Total	£0.00

 Add to Cart and Reload Checkout

**Step 14:** Once in the 'Checkout' page, you will see **additional resources available** that can be selected for your visit (see the 'Available Combination Discounts: Multimedia guides example in the screenshot below')

## Checkout

### Shopping Cart:



Free self-led education admission at Bolsover Castle

Tue 28 Oct, 2025

### Available Combination Discounts:



Multimedia guides



**Step 15:** By clicking onto the ‘multimedia guides’ section, a pop-up box will appear and ask you to add how many onsite resources you need for your visit.

### Create New Booking

Skip Confirmation Email

Take your class on an interactive tour of Bolsover Castle with our free multimedia guide, developed especially for schools. This innovative resource uses touch-screen technology to bring to life the people, buildings, art and architecture of Bolsover Castle during the Stuart period.

#### Reseller reference

Voucher Number

Onsite resource

£0.00 £0.00

16

▼  
Check Code

#### Promotion

No Promotion

Subtotal

£0.00

Total

£0.00

#### Travel Date

October 2025							NOV →
MON	TUE	WED	THU	FRI	SAT	SUN	
01	02	03	04	05	06	07	
08	09	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	29
30	31						

 There are no tours available for the selected date

#### Public Notes

Add Notes

 <b>Onsite Resource</b> BTRKFSBT	 <b>Onsite Resource</b> HRH6Q655	 <b>Onsite Resource</b> MG31HA7P
Voucher Number <input type="text"/>	Voucher Number <input type="text"/>	Voucher Number <input type="text"/>

**Step 16:** Click your chosen travel date under the 'Travel Date' calendar box **and select the time at which you wish to receive the multimedia guide** (see screenshot example below where the multimedia guide is requested to be available at 10:00am).

Travel Date

October 2025							NOV →
MON	TUE	WED	THU	FRI	SAT	SUN	
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>	<b>28</b> £0	<input type="checkbox"/>					

Morning 

10:00 AM Available £0.00       11:30 AM Available £0.00

Afternoon

01:00 PM Available £0.00       02:30 PM Available £0.00

 Please select an available time

**Step 17:** Scroll to the bottom of the page and click the blue button on the bottom right corner of the page that says '**Create Booking**' to create a booking.

Barcode Alias <input type="text"/>	Barcode Alias <input type="text"/>	Barcode Alias <input type="text"/>
Subtotal £0.00	Subtotal £0.00	Subtotal £0.00
Total £0.00	Total £0.00	Total £0.00
<input checked="" type="checkbox"/> Onsite Resource 78XFMEGH Voucher Number <input type="text"/>	<input checked="" type="checkbox"/> Onsite Resource 7TK4HEBW Voucher Number <input type="text"/>	<input checked="" type="checkbox"/> Onsite Resource CJKXSJR0 Voucher Number <input type="text"/>
Barcode Alias <input type="text"/>	Barcode Alias <input type="text"/>	Barcode Alias <input type="text"/>
Subtotal £0.00	Subtotal £0.00	Subtotal £0.00
Total £0.00	Total £0.00	Total £0.00
<input checked="" type="checkbox"/> Onsite Resource TCFM546A Voucher Number <input type="text"/>		
Barcode Alias <input type="text"/>		
Subtotal £0.00		
Total £0.00		
 <input style="border: 2px solid red; padding: 5px;" type="button" value="Create Booking"/>		

**Step 18:** You will then be redirected to the 'Checkout' page. Fill out your **first name and last name**.

Notification Emails

How will your visitors be arriving? \* ⓘ

Coach  
 Minibus  
 Car  
 Public Transport  
 On foot

Notes

First Name \*  
Claire

Last Name \*  
Uphill

Email  
claire.uphill@english-heritage.org.uk

Mobile  
I

Country  
▼

Email Receipt  
 SMS Receipt

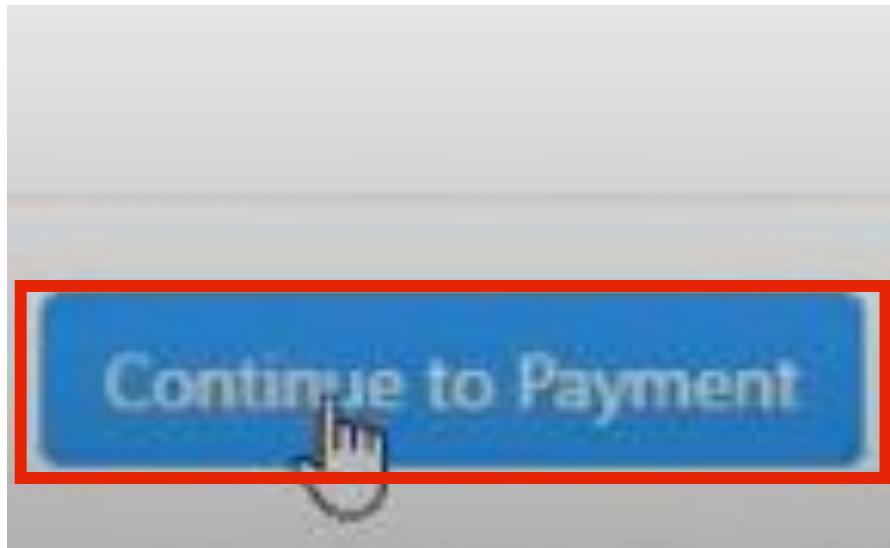
**Continue Shopping** **Clear Cart** **Continue to Payment**

**Tip:** It is not mandatory to include your e-mail address as you have already been set up as an agent.

**Tip:** You may want to include an e-mail address if you are part of the school office team booking on behalf of a teacher. In this case, you could add the teachers' email address into this field to ensure they receive a copy of the booking.

**Tip:** You do not need to include a mobile number as this has already been picked up in Step 5.

**Step 19:** At the bottom right corner of the page, **click the blue 'Continue to Payment' Button.**



**Step 20** You will be directed to a pop-up titled 'Order Complete' to confirm your order has successfully been completed.

Order Complete ×



Order Success!

 Go to Order

MULTIMEDIA GUIDES  
GKTK541N

 Print Voucher

 Print Receipt

FREE SELF-LED EDUCATION ADMISSION  
AT BOLSOVER CASTLE  
P9Z2BSRX

 Print Voucher

 Print Receipt

 Print Receipt

**Step 21: Click the 'Go to Order' button. This will give you a breakdown of your order.**  
 The screenshot example gives the following booking details:

- The 'item' your order was (e.g. a free self-led Education admission at Bolsover Castle)
- How many leaders and students you are bringing to Bolsover Castle (e.g. 2 leaders and 16 learners).
- A full breakdown of your learning objectives.
- Coach arrival time.
- Coach departure time.
- Individual tickets for each learner.
- A breakdown of how many multi-media guides have been booked.

**Claire Uphill**  
 claire.uphill@english-heritage.org.uk

Reseller  
 Claire School Test  
 Claire school test

Concierge **2 minutes ago**  
 Order #Q3VD7VPK  
 by Claire school test

**EDIT ORDER**

Free self-led education admission at Bolsover Castle	Travel Date Tue 28 Oct, 2025	Tickets 2x Leader 16x Student	Booking Ref P9Z285RX	Booking Wholesale £0.00
 <b>Bolsover Castle</b>	1 day	KS2		
<b>Standalone</b> <b>Confirmed</b>				

ITEM	QTY	NET TOTAL
FREE SELF-LED EDUCATION ADMISSION AT BOLSOVER CASTLE 2 LEADERS AND 16 STUDENT KS2S	1	£0.00
<b>NET TOTAL</b>		£0.00

**Print Voucher** **Print Receipt** **Email Voucher** **Make Changes** **Cancel Booking** **SMS Voucher**

**Public Notes**  
 Add public notes... **SAVE PUBLIC NOTES**

COACH ARRIVAL TIME	10:00
LEARNING OBJECTIVES 2	
SEND REQUIREMENTS	2
EMERGENCY CONTACT PHONE NUMBER	07985555555
LEARNING OBJECTIVES	3
SEND REQUIREMENTS 2	
LEARNING OBJECTIVES 3	Learning more about the civil war
COACH DEPARTURE TIME	14:00

Wholesale  
**£0.00**

**Step 22:** You should expect to receive a **booking confirmation e-mail** from 'English Heritage Education' **for your visit** (see screenshot example below).

Booking Confirmation P9Z2BSRX

 English Heritage Education <bookings@postmark.ventrata.com>  
To: Uphill, Claire

ⓘ This sender bookings@postmark.ventrata.com is from outside your organization.  
 ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.  
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**New Booking for  
Free self-led education admission at  
Bolsover Castle**

Mon 13 Oct, 2025	P9Z2BSRX
Agent	Claire school test
Product	Free self-led education admission at Bolsover Castle
Travel Date	Tue 28 Oct, 2025
Leader	2
Student KS2	16
Customer First Name	Claire
Customer Last Name	Uphill
Customer Email	<a href="mailto:claire.uphill@english-heritage.org.uk">claire.uphill@english-heritage.org.uk</a>

**Step 23:** You should expect to receive a **booking confirmation e-mail** from 'English Heritage Education' for the **multimedia guides** (see screenshot example below).

Booking Confirmation GTK541N

EH English Heritage Education <bookings@postmark.ventrata.com>  
To: Uphill, Claire

ⓘ This sender bookings@postmark.ventrata.com is from outside your organization.  
 ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.  
 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

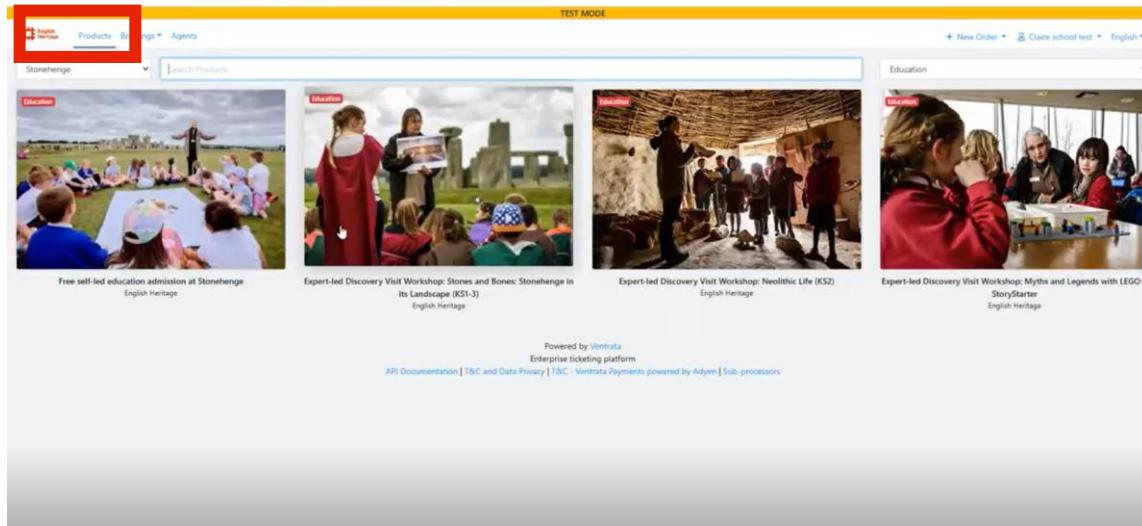


New Booking for  
**Multimedia guides**

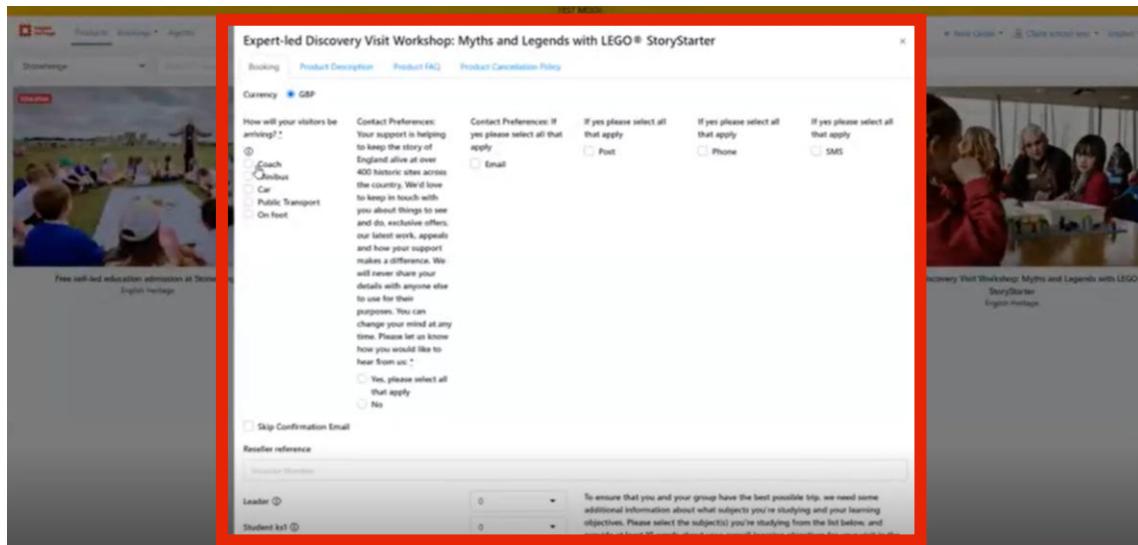
Mon 13 Oct, 2025	GTK541N
Agent	Claire school test
Product	Multimedia guides
Travel Date	Tue 28 Oct, 2025
Onsite Resource	16
Customer First Name	Claire
Customer Last Name	Uphill
Customer Email	<a href="mailto:claire.uphill@english-heritage.org.uk">claire.uphill@english-heritage.org.uk</a>

## How to Book a Discovery Visit

Step 1: Click the 'Products' tab on the top right corner of the page (see screenshot below).



**Step 2:** Click your chosen expert-led Discovery Visit workshop (see screenshot example below).



Booking   Product Description   Product FAQ   Product Cancellation Policy

Currency:  GBP

How will your visitors be arriving? \*

Coach  Minibus  Car  Public Transport  On foot

Contact Preferences: Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about things to see and do, exclusive offers, our latest news and how your support makes a difference. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us: \*

Yes, please select all that apply  No

Skip Confirmation Email

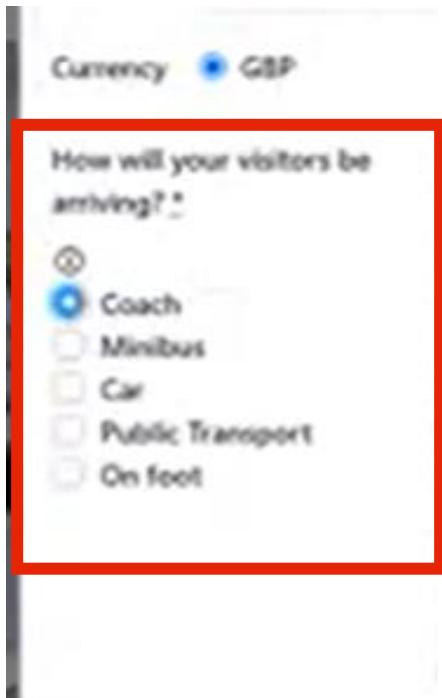
Reseller reference

Leader:

Student kit:

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and

**Step 3:** Fill out the 'how will your visitors be arriving' field of which you have the option of selecting coach, minibus, car, public transport or on foot (see screenshot below).



Currency: ⚡ GBP

How will your visitors be arriving? \*

- Coach
- Minibus
- Car
- Public Transport
- On foot



**Step 4:** Fill out the contact preferences field you will get two options, one for post and one for email.

**Post** - Keep in touch by post: would you like to hear about our latest education events, offers and news, by post? You can opt out at any time.

**Email** - Keep in touch by email: would you like to hear about our latest education events, offers and news, by email? You can opt out at any time.

it is a yes or no option to select in Ventra.

## Step 5: Select the number of leaders and learners (See screenshot below)

Self-led education admission at Goodrich Castle

Booking    Product Description    Product FAQ    Product Cancellation Policy

Currency:  GBP

How will your visitors be arriving? \*

Coach  
 Minibus  
 Car  
 Public Transport  
 On foot

Skip Confirmation Email

Capacity at this site is 100 for self-led visits and 35 for Discovery Visit workshops, including leaders and learners. If you're trying to book for more visitors than this the calendar will show as sold out. You must split your leaders and learners into smaller groups or across multiple days to stay within the capacity limit.

Reseller reference

Voucher Number

Leader	£0.00 £0.00	1	▼	Please provide an on the day/emergency contact phone number* <span style="color: #0070C0;">①</span>
Ages 5-7 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages 7-11 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages 11-14 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages 14-16 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages 16-18 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages under 5 <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	
Ages 18+ <span style="color: #0070C0;">①</span>	£0.00 £0.00	0	▼	

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below and provide at least 10 words about your overall learning objectives for your visit in the free text box. By giving as much detail as possible you're helping to support the ongoing development of our learning offer. If you're a learning group from the UK, this information is required so we can provide free access as part of our free school visit scheme ([www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/](http://www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/)). Which subjects are you studying? \*

History  
 STEM  
 History and other subject(s) (please specify below)

Check Code

**Step 6:** Select which subjects you are studying and the learning objectives associated with your visit (see screenshot below).

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for your visit in the free text box. By giving as much detail as possible you're helping to support the ongoing development of our learning offer. If you're a learning group from the UK, this information is required so we can provide free access as part of our free school visit scheme ([www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/](http://www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/)). Which subjects are you studying? \*

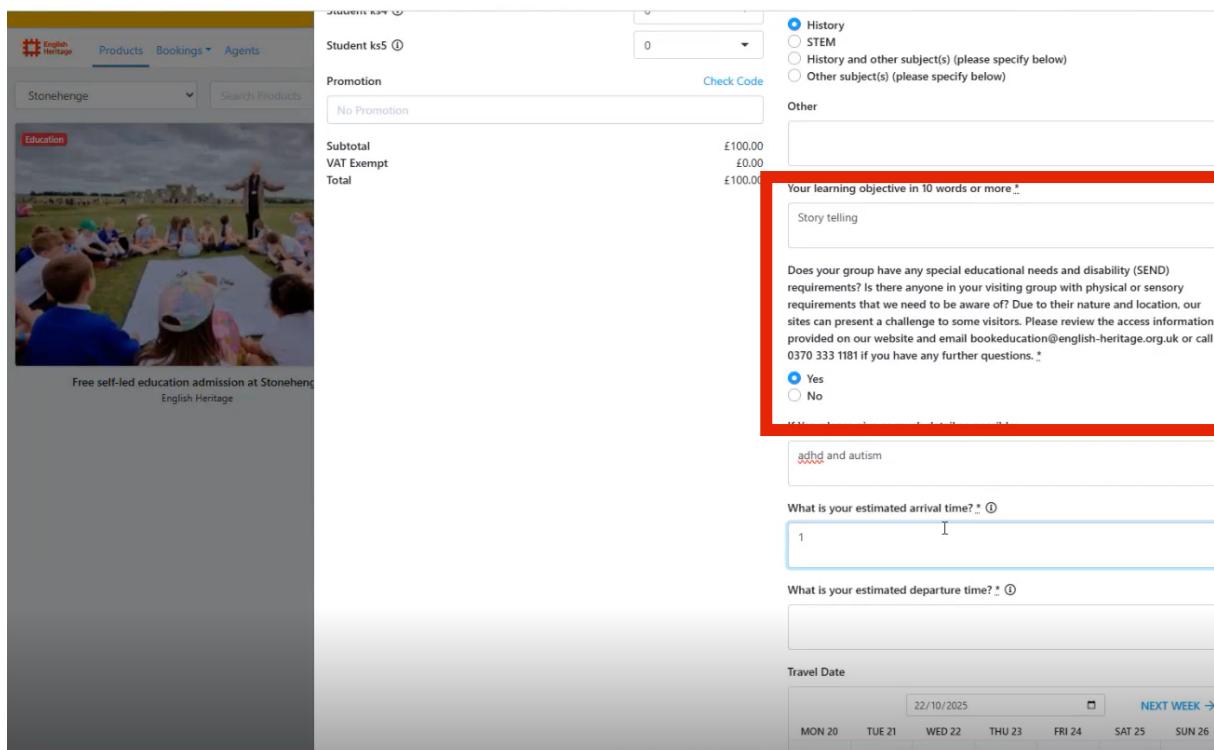
History  
 STEM  
 History and other subject(s) (please specify below)  
 Other subject(s) (please specify below)

Other

Your learning objective in 10 words or more \*

[Text area for learning objective]

**Step 7: Identify if anyone if your group has any special educational needs and disability requirements (SEND) – (see screenshot below).**



The screenshot shows a booking form for a group visit to Stonehenge. The 'Education' tab is selected. The 'Student ks5' dropdown is set to 0. The 'Promotion' dropdown is set to 'No Promotion'. The 'Check Code' field is empty. The 'Subtotal' is £100.00, 'VAT Exempt' is £0.00, and the 'Total' is £100.00. The 'Other' field is empty. A red box highlights the 'Your learning objective in 10 words or more' text input field, which contains 'Story telling'. Below it is a question about SEND requirements with a red box around the 'Yes' radio button. The 'Travel Date' section shows a date picker set to 22/10/2025, with a 'NEXT WEEK' button. The 'Travel Date' table shows dates from Monday 20 to Sunday 26.

Student ks5 ①

Promotion

Check Code

Subtotal £100.00  
VAT Exempt £0.00  
Total £100.00

Other

Your learning objective in 10 words or more \*

Story telling

Does your group have any special educational needs and disability (SEND) requirements? Is there anyone in your visiting group with physical or sensory requirements that we need to be aware of? Due to their nature and location, our sites can present a challenge to some visitors. Please review the access information provided on our website and email [bookeducation@english-heritage.org.uk](mailto:bookeducation@english-heritage.org.uk) or call 0370 333 1181 if you have any further questions. \*

Yes  
 No

adhd and autism

What is your estimated arrival time? \* ①

1

What is your estimated departure time? \* ①

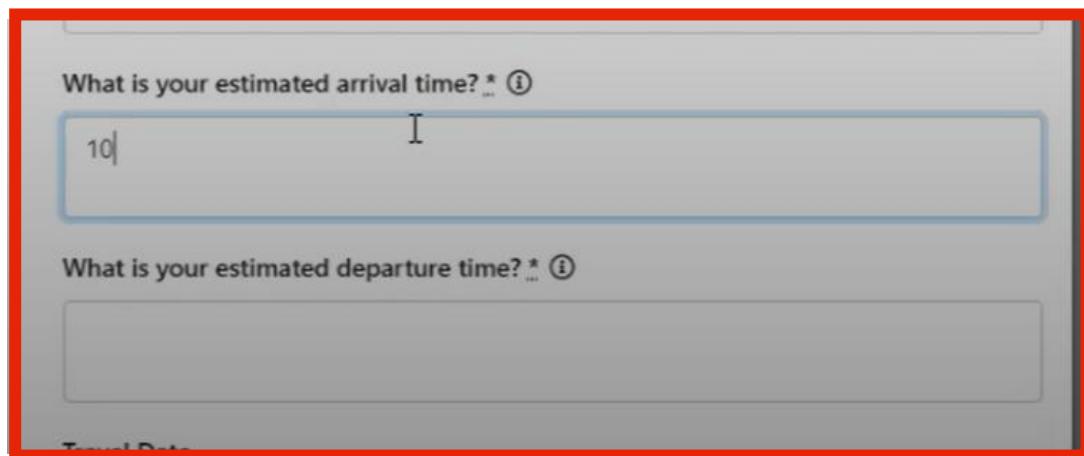
Travel Date

22/10/2025

NEXT WEEK →

MON 20	TUE 21	WED 22	THU 23	FRI 24	SAT 25	SUN 26
--------	--------	--------	--------	--------	--------	--------

**Step 8:** Specify your estimated arrival and departure time (see screenshot below).



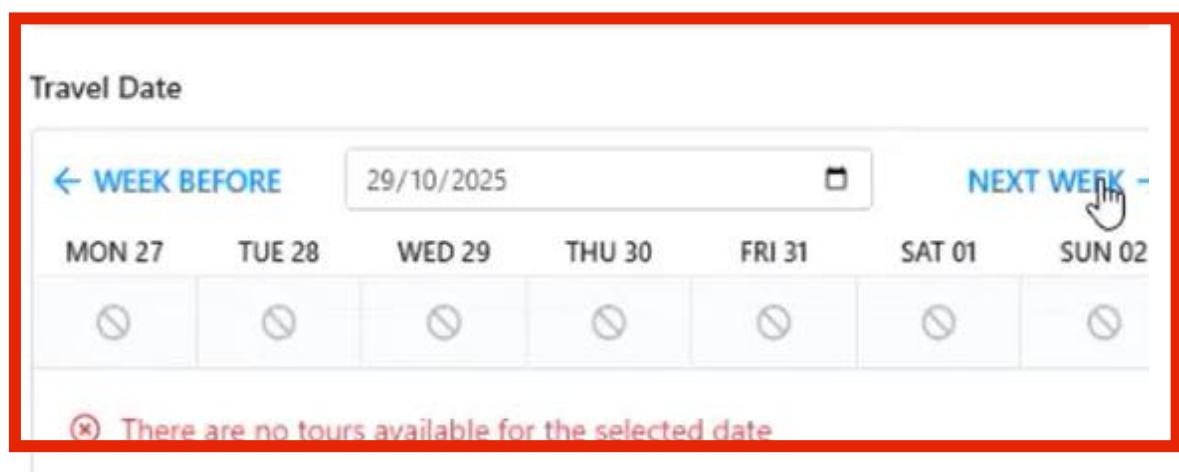
What is your estimated arrival time? \* ⓘ

 I

What is your estimated departure time? \* ⓘ

[Travel Date](#)

**Step 9:** Click the blue 'next week ->' button under the 'Travel Date' box to select the next available time for the discovery visit (see screenshot below).



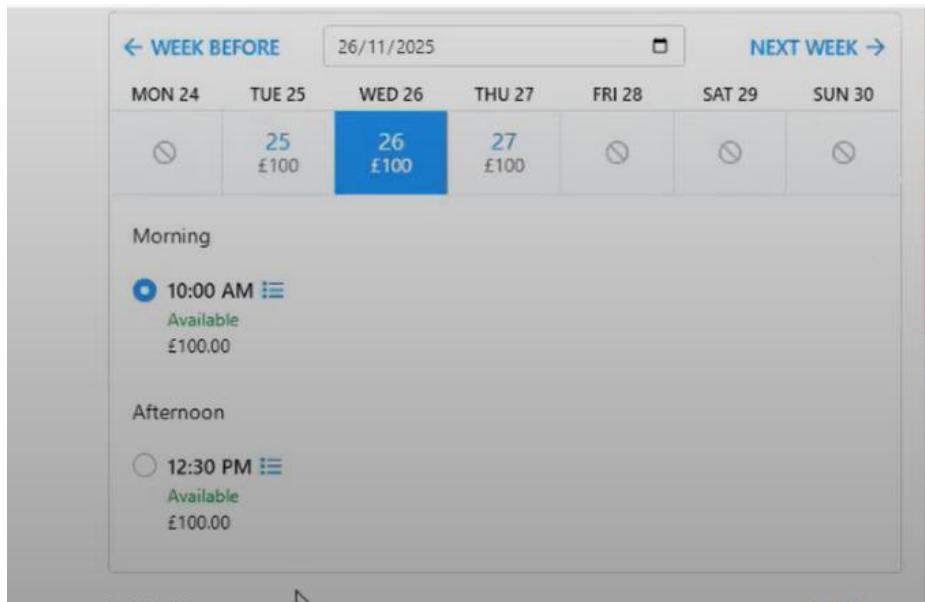
Travel Date

← WEEK BEFORE 29/10/2025 NEXT WEEK ->

MON 27	TUE 28	WED 29	THU 30	FRI 31	SAT 01	SUN 02
🚫	🚫	🚫	🚫	🚫	🚫	🚫

✖ There are no tours available for the selected date

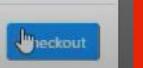
**Step 10:** Click your chosen date and timeslot (see screenshot below).



**Step 11:** Scroll to the bottom of the page and click the blue bottom right corner to checkout.(see screenshot below).

S Systems HR Reports <https://www.primes...> Adobe Acrobat Christmas Stuff

Subtotal £14.26	Subtotal £14.29	Subtotal £14.29
VAT Exempt £0.00	VAT Exempt £0.00	VAT Exempt £0.00
<b>Total £14.26</b>	<b>Total £14.29</b>	<b>Total £14.29</b>
<input checked="" type="checkbox"/> Student KS1 BSPATZAE	<input checked="" type="checkbox"/> Student KS1 TNH73XCA	<input checked="" type="checkbox"/> Student KS1 N5NRS03W
Voucher Number	Voucher Number	Voucher Number
Barcode Alias	Barcode Alias	Barcode Alias
Subtotal £14.29	Subtotal £14.29	Subtotal £14.29
VAT Exempt £0.00	VAT Exempt £0.00	VAT Exempt £0.00
<b>Total £14.29</b>	<b>Total £14.29</b>	<b>Total £14.29</b>
<input checked="" type="checkbox"/> Student KS1 R91CCKQQ		
Voucher Number		
Barcode Alias		
Subtotal £14.29		
VAT Exempt £0.00		
<b>Total £14.29</b>		

[Add to Cart and Reload](#)  Checkout

**Step 12:** You will then be redirected to the checkout page which will summarise your booking (see screenshot below).

TEST MODE

### Checkout

Shopping Cart:

	Expert-led Discovery Visit Workshop: Stones and Bones: Stonehenge in its Landscape (KS1-3)	£100.00
	Wed 26 Nov. 2025	1x Leader
	10:00 AM	6x Student KS1
		<a href="#">Delete Booking</a>

Available Combination Discounts:

	Backpacks
---	-----------

Currency: GBP

Notification Emails: claire.uph... [Add claire.uph...](#)

Coach  
 Minibus  
 Car  
 Public Transport  
 On foot

Contact Preferences: Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about things to see and do, exclusive offers, our latest work, appeals and how your support makes a difference. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us.\*

Yes, please select all that apply  
 No

Contact Preferences: If yes please select all that apply

Email

If yes, please select all that apply

Post

If yes please select all that apply

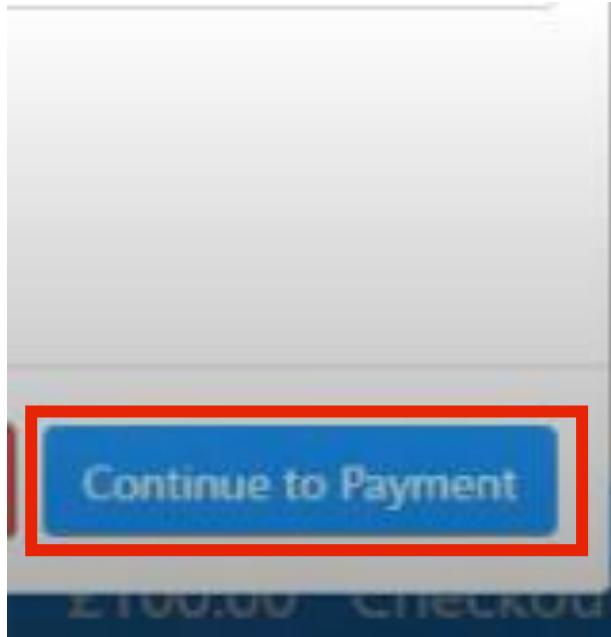
Phone

If yes please select all that apply

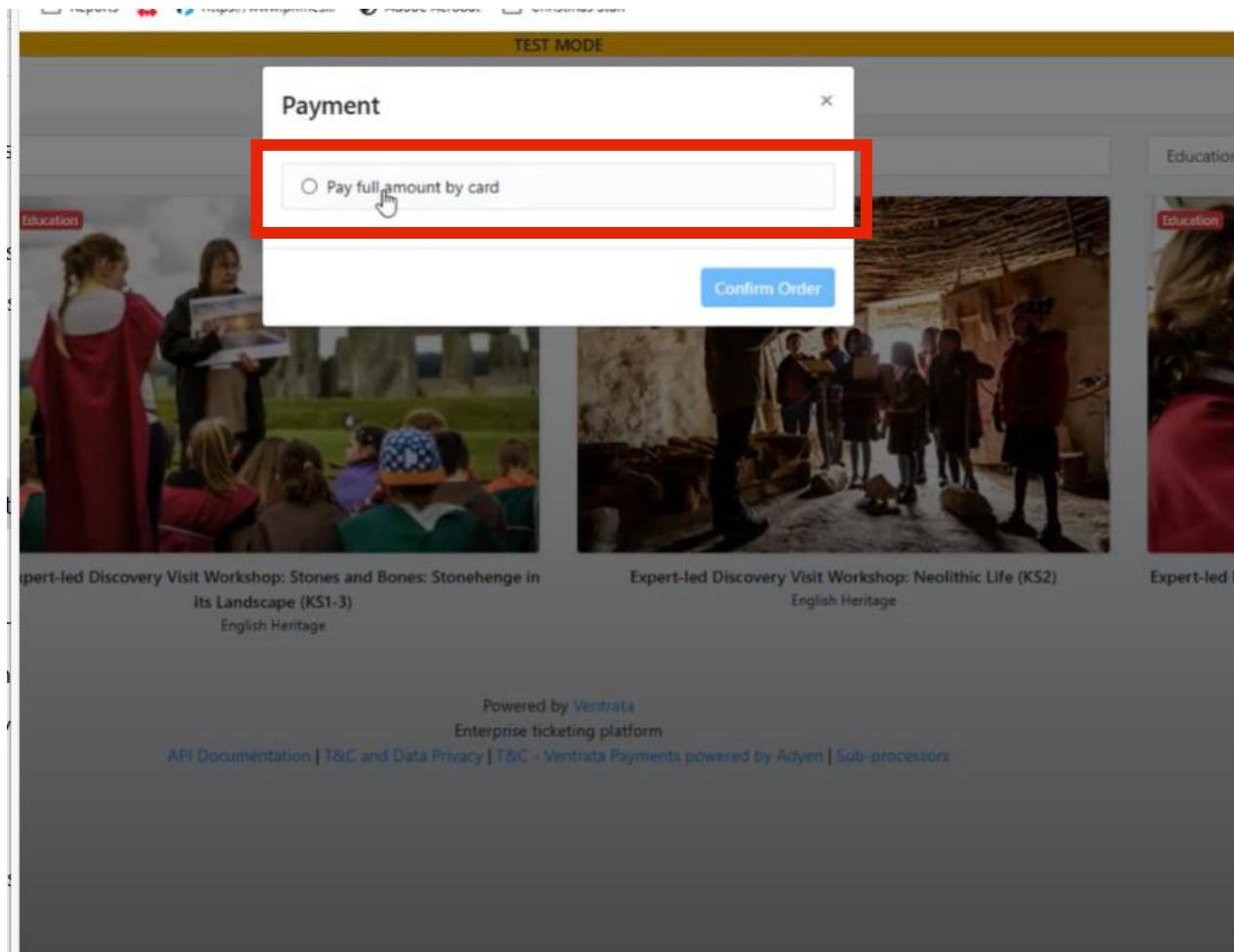
SMS

Notes

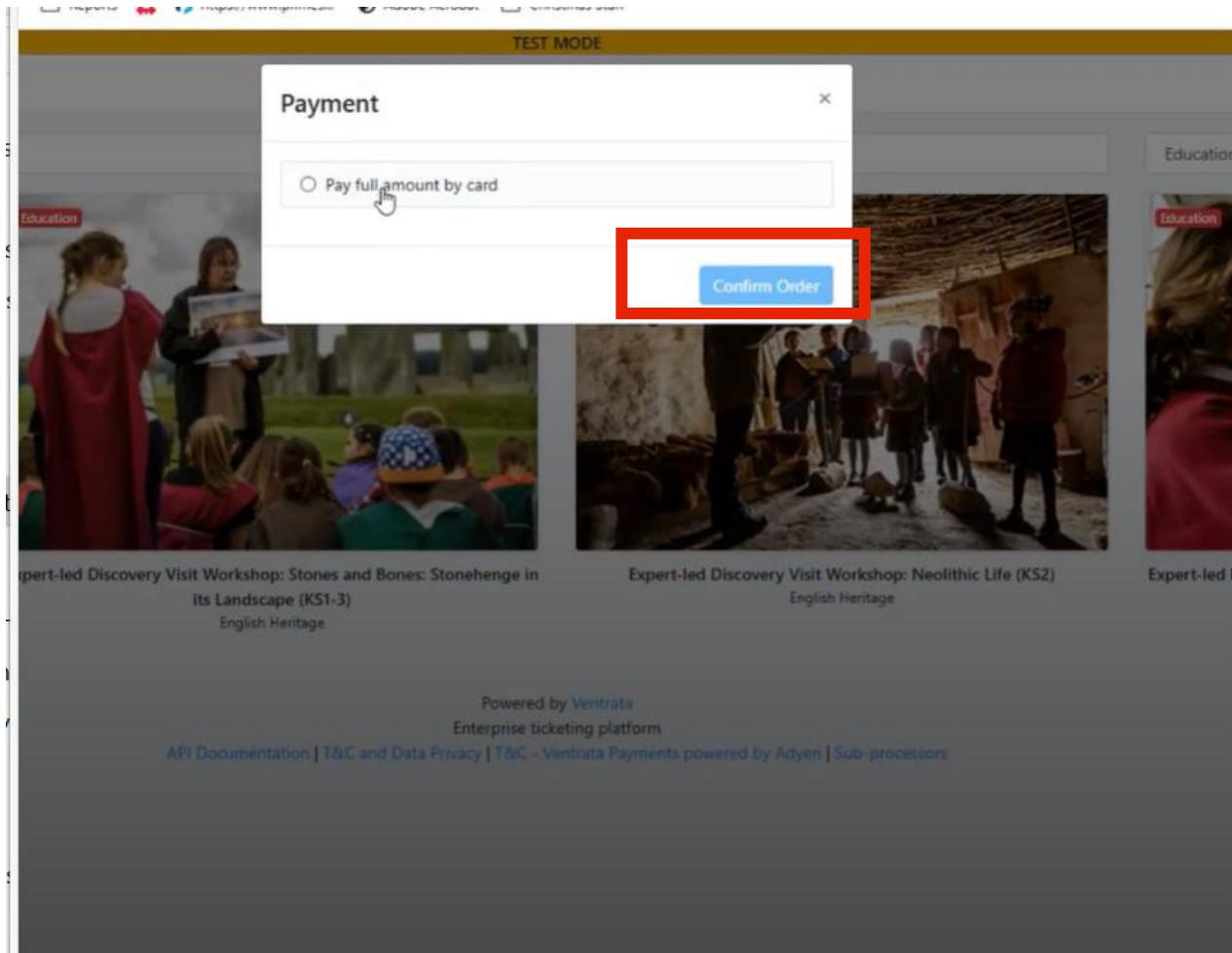
**Step 13:** Scroll to the bottom of the check-out page and click the bottom right blue button titled 'Continue to Payment' (see screenshot below).



**Step 14:** Click the 'pay full amount by card' button in the Payment pop-up box (see screenshot below).



**Step 15:** Click the blue button titled 'Confirm Order' in the Payment pop-up box (see screenshot below).



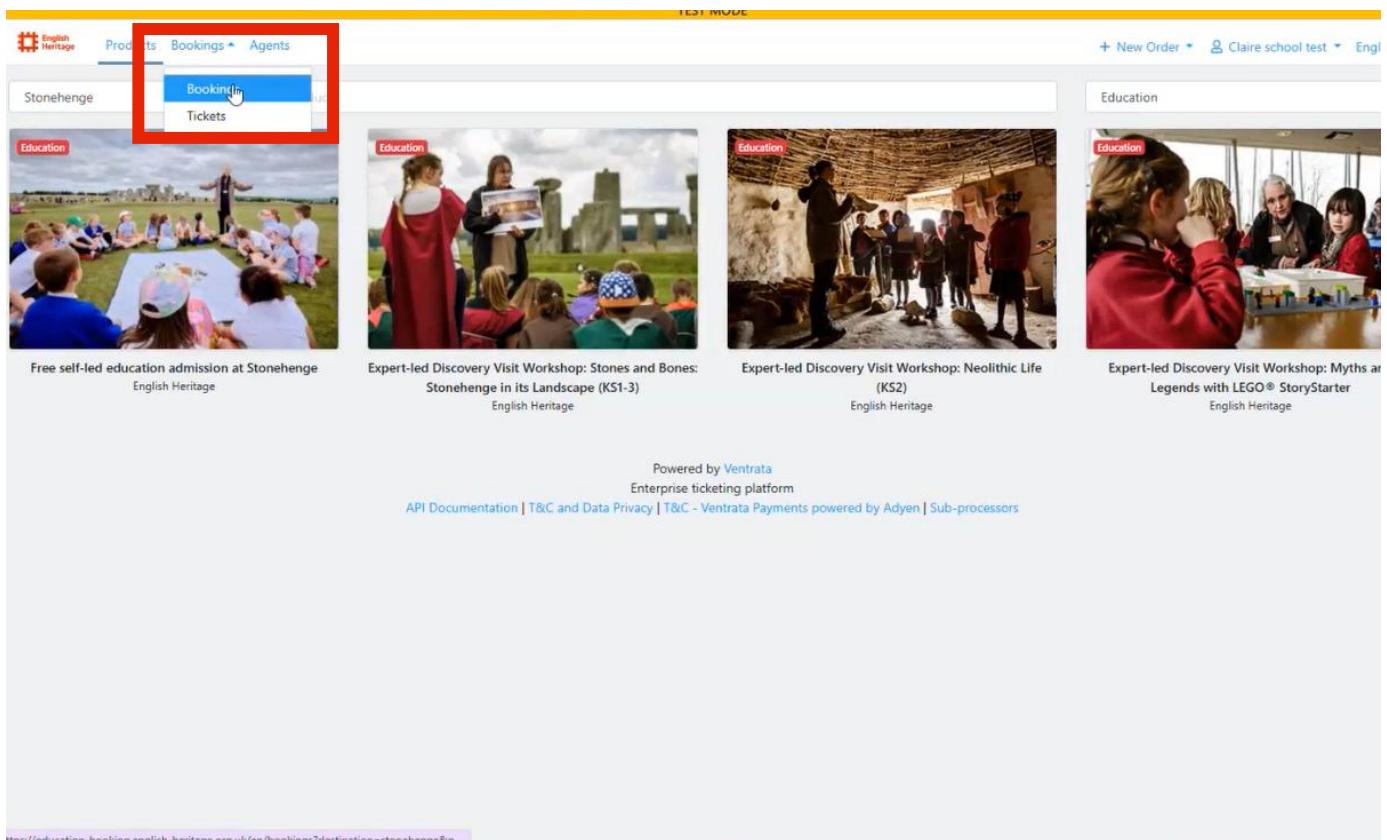
**Step 16:** Click the top right blue button titled 'Bookings' and select the blue highlighted 'Bookings' drop-down option (see screenshot below).

TEST MODE

Products Bookings Agents

Stonehenge Bookings Tickets

Education



Free self-led education admission at Stonehenge  
English Heritage

Expert-led Discovery Visit Workshop: Stones and Bones:  
Stonehenge in its Landscape (KS1-3)  
English Heritage

Expert-led Discovery Visit Workshop: Neolithic Life  
(KS2)  
English Heritage

Expert-led Discovery Visit Workshop: Myths and  
Legends with LEGO® StoryStarter  
English Heritage

Powered by [Ventra](#)  
Enterprise ticketing platform

[API Documentation](#) | [T&C and Data Privacy](#) | [T&C - Ventra Payments powered by Adyen](#) | [Sub-processors](#)

<https://education-booking.english-heritage.org.uk/en/bookings?destination=stonehenge&p...>

**Step 17:** You will be taken into your own account specific booking page where you can click onto your recent bookings and view its details (see screenshot below).

**Claire Uphill**

Reseller: Claire School Test with voucher  
Claire school test

[Edit Order](#)

Concierge: 2 minutes ago  
Order #HG002ZWSS by Claire school test

Expert-led Discovery Visit Workshop: Stones and Bones: Stonehenge in its Landscape (KS1-3)

Travel Date: Wed 26 Nov. 2025  
1 day  
10:00 AM

Tickets: 1x Leader  
6x Student KS1

Booking Ref: TYW3Q0VT  
Booking: Wholesale  
£100.00

ITEM QTY NET TOTAL

EXPERT-LED DISCOVERY VISIT WORKSHOP: STONES AND BONES: STONEHENGE IN ITS LANDSCAPE (KS1-3) 1 LEADER AND 6 STUDENT KS1	1	£100.00
NET TOTAL		£100.00

[Redeem](#)
[Print Voucher](#)
[Print Receipt](#)
[Cancel Booking](#)
[Email Voucher](#)
[SMS Voucher](#)

**Public Notes**

Add public notes...

[Save Public Notes](#)

COACH ARRIVAL TIME: 10

LEARNING OBJECTIVES 2: 1

SEND REQUIREMENTS: 1

LEARNING OBJECTIVES: 1

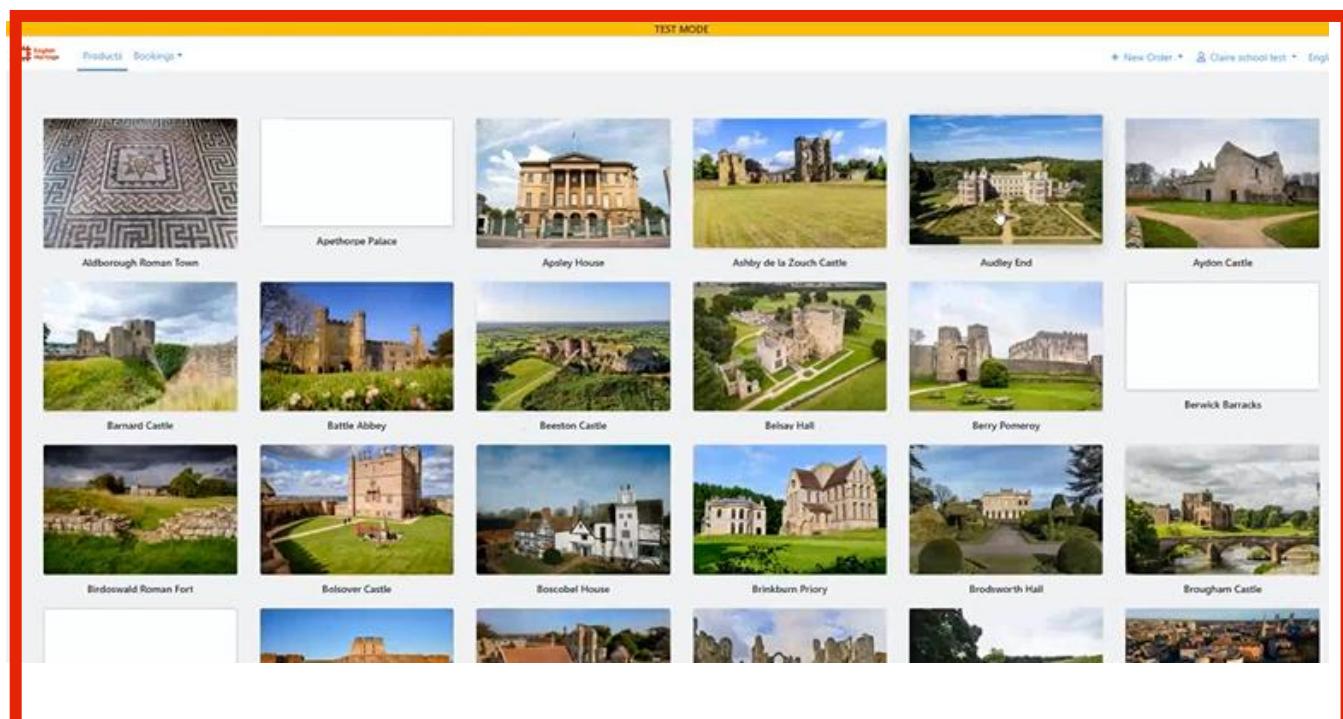
SEND REQUIREMENTS 2: adhd and autism

LEARNING OBJECTIVES 3: Story telling

COACH DEPARTURE TIME: 14

## How to Book an Education Room – Dover Castle Example (scroll to Step 12 for details)

**Step 1:** Once you have logged into Ventrata you will be taken to the ‘Products’ landing page in Ventrata – where you will see all the **English Heritage sites that are available to book**. *Please be aware that some sites may not have images available* (see screenshot below).



**Step 2:** Click the chosen Site you wish to book an education room at (see screenshot below for Dover Castle example).

TEST MODE

Free self-led education admission at Dover Castle

Booking    Product Description    Product FAQ    Product Cancellation Policy

Currency:  GBP

How will your visitors be arriving?   Coach  Minibus  Car  Public Transport  On foot

Contact Preferences: Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about things to see and do, exclusive offers, our latest work, appeals and how your support makes a difference. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us:  
 Yes, please select all that apply  No

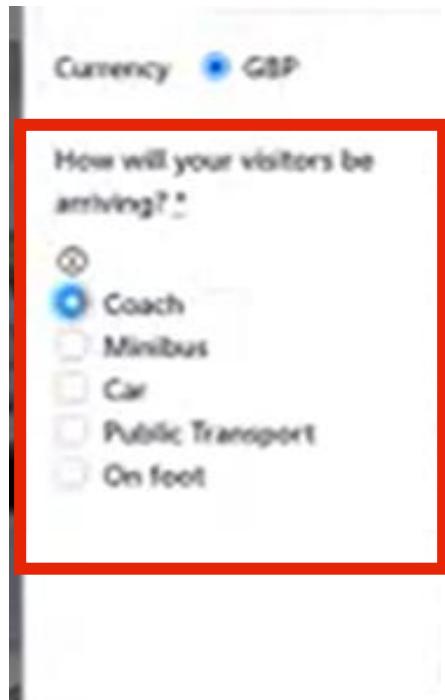
Skip Confirmation Email

Reseller reference:

Leader:

Please provide an on the day/emergency contact phone number:

**Step 3:** Fill out the 'how will your visitors be arriving' field of which you have the option of selecting coach, minibus, car, public transport or on foot (see screenshot below).



Currency: ⚡ GBP

How will your visitors be arriving? \*

- Coach
- Minibus
- Car
- Public Transport
- On foot

**Step 4:** Fill out the contact preferences field - you will get two options one for post and one for email.

**Post** - Keep in touch by post: would you like to hear about our latest education events, offers and news, by post? You can opt out at any time.

**Email** - Keep in touch by email: would you like to hear about our latest education events, offers and news, by email? You can opt out at any time.

It is a yes or no option you select in Ventrata.

[Booking](#)[Product Description](#)[Product FAQ](#)[Pro](#)Currency  GBP

How will your visitors be arriving? \*

- ⓘ Coach
- Minibus
- Car
- Public Transport
- On foot

**Contact Preferences:**

Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about things to see and do, exclusive offers, our latest work, appeals and how your support makes a difference. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us: \*

Yes, please select all that apply  
 No

**Step 5:** Select the number of leaders, KS1, KS2, KS3, KS3 & KS5 students (see screenshot below).

**Step 6:** Select which subjects you are studying and the learning objectives associated with your visit (see screenshot below).

To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for your visit in the free text box. By giving as much detail as possible you're helping to support the ongoing development of our learning offer. If you're a learning group from the UK, this information is required so we can provide free access as part of our free school visit scheme ([www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/](http://www.english-heritage.org.uk/learn/school-visits/education-visit-terms-and-conditions/)). Which subjects are you studying? \*

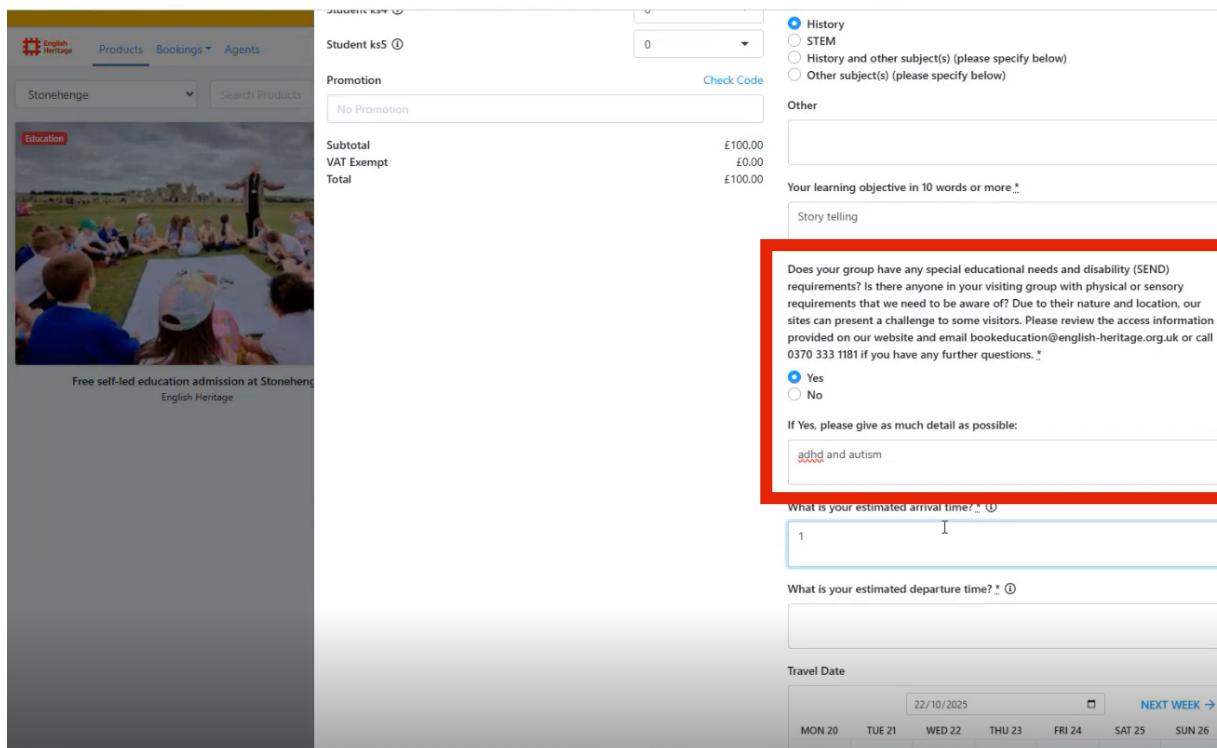
History  
 STEM  
 History and other subject(s) (please specify below)  
 Other subject(s) (please specify below)

Other

Your learning objective in 10 words or more \*

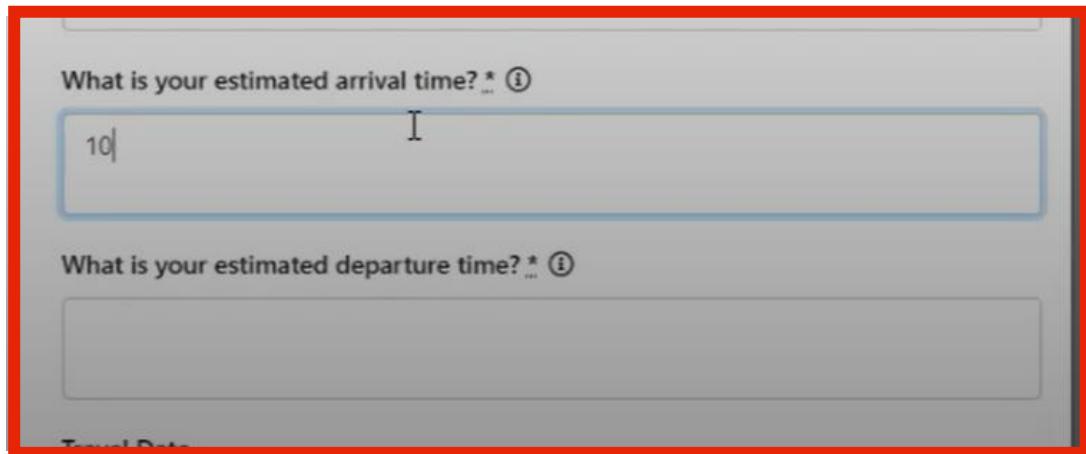
[Text area for learning objective]

## Step 7: Identify if anyone if your group has any special educational needs and disability requirements (SEND) – (see screenshot below).



The screenshot shows a booking form for Stonehenge. On the left, there's a thumbnail image of children sitting on the grass at Stonehenge. The form includes fields for Student KS5 (0), Promotion (No Promotion), and a dropdown for subjects (History is selected). There's also a 'Check Code' button. The subtotal, VAT Exempt, and Total are all £100.00. A text area for 'Your learning objective in 10 words or more' contains 'Story telling'. A red box highlights a question about SEND requirements: 'Does your group have any special educational needs and disability (SEND) requirements? Is there anyone in your visiting group with physical or sensory requirements that we need to be aware of? Due to their nature and location, our sites can present a challenge to some visitors. Please review the access information provided on our website and email [bookeducation@english-heritage.org.uk](mailto:bookeducation@english-heritage.org.uk) or call 0370 333 1181 if you have any further questions.\*' Below this, there are 'Yes' and 'No' radio buttons, and a note: 'If Yes, please give as much detail as possible:' followed by a text input field containing 'adhd and autism'. At the bottom, there's a field for 'What is your estimated arrival time?' with '1' selected, a field for 'What is your estimated departure time?' (empty), and a 'Travel Date' section showing '22/10/2025' in a calendar with buttons for 'NEXT WEEK' and a list of days: MON 20, TUE 21, WED 22, THU 23, FRI 24, SAT 25, SUN 26.

**Step 8:** Specify your estimated arrival and departure time (see screenshot below).



What is your estimated arrival time? \* ⓘ

What is your estimated departure time? \* ⓘ

Travel Date

**Step 9:** Click the blue 'next week ->' button under the 'Travel Date' box to select the next available time for the discovery visit (see screenshot below).

Travel Date

← WEEK BEFORE 29/10/2025 NEXT WEEK →

MON 27	TUE 28	WED 29	THU 30	FRI 31	SAT 01	SUN 02
🚫	🚫	🚫	🚫	🚫	🚫	🚫

✖ There are no tours available for the selected date.

**Step 10:** Click your chosen date and timeslot (see screenshot below).

← WEEK BEFORE 26/11/2025 NEXT WEEK →

MON 24	TUE 25	WED 26	THU 27	FRI 28	SAT 29	SUN 30
🚫	25 £100	26 £100	27 £100	🚫	🚫	🚫

Morning

10:00 AM ⏳  
Available  
£100.00

Afternoon

12:30 PM ⏳  
Available  
£100.00

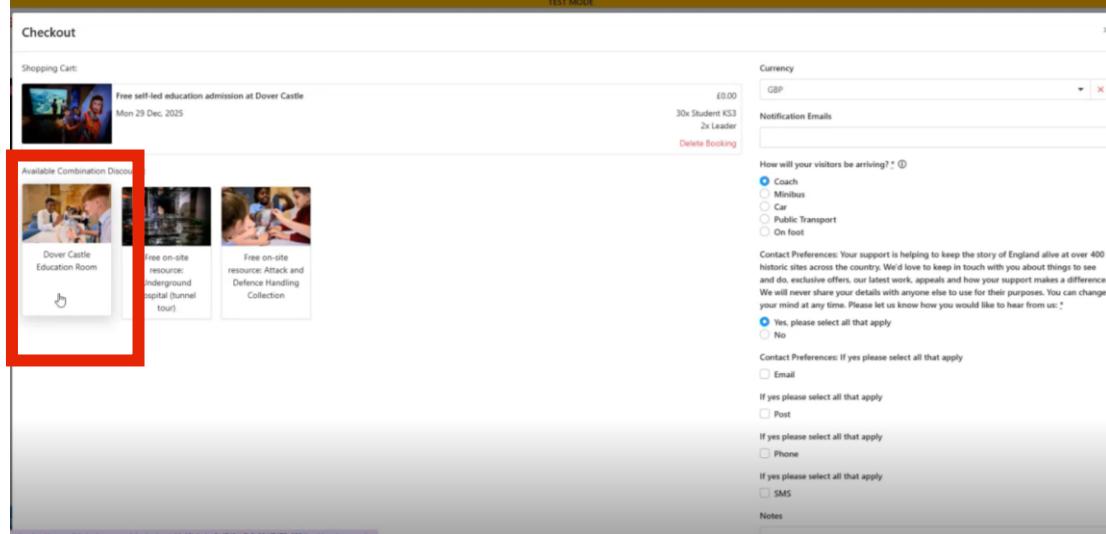
**Step 11:** Scroll to the bottom of the page and click the blue bottom right corner to checkout.(see screenshot below).

S Systems HR Reports <https://www.primes...> Adobe Acrobat Christmas Stuff

Subtotal £14.26	Subtotal £14.29	Subtotal £14.29
VAT Exempt £0.00	VAT Exempt £0.00	VAT Exempt £0.00
<b>Total £14.26</b>	<b>Total £14.29</b>	<b>Total £14.29</b>
<b>Student KS1</b> BSPATZAE	<b>Student KS1</b> TNH73XCA	<b>Student KS1</b> N5NRS03W
Voucher Number	Voucher Number	Voucher Number
Barcode Alias	Barcode Alias	Barcode Alias
Subtotal £14.29	Subtotal £14.29	Subtotal £14.29
VAT Exempt £0.00	VAT Exempt £0.00	VAT Exempt £0.00
<b>Total £14.29</b>	<b>Total £14.29</b>	<b>Total £14.29</b>
<b>Student KS1</b> R91CCKQQ		
Voucher Number		
Barcode Alias		
Subtotal £14.29		
VAT Exempt £0.00		
<b>Total £14.29</b>		
<input type="button" value="Add to Cart and Reload"/> <input style="border: 2px solid red;" type="button" value="Checkout"/>		

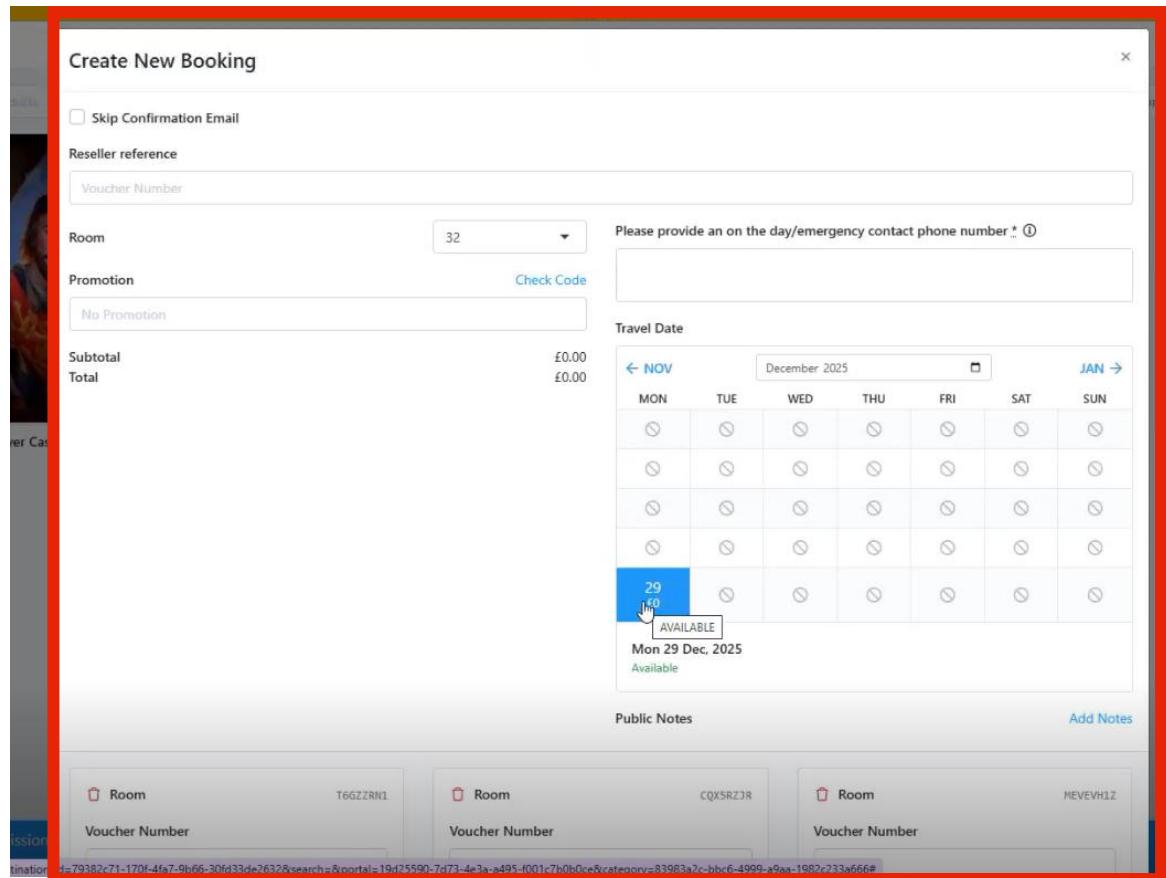
**Step 12:** You will then be redirected to the checkout page which will summarise your booking (see screenshot below).

**Top tip:** Once you are at the checkout page, under the heading 'Available Combination Discounts', is where you will be able to book an education room to your order (see screenshot below for booking an education room at Dover Castle).



The screenshot shows the English Heritage checkout page. At the top, it displays a shopping cart with a single item: 'Free self-led education admission at Dover Castle' for 'Mon 29 Dec. 2025'. The total cost is £0.00, and the booking details are '30x Student KS3' and '2x Leader'. A 'Delete Booking' link is visible. To the right, there are fields for 'Currency' (set to GBP) and 'Notification Emails'. Below these, a section titled 'Available Combination Discounts' is highlighted with a red box. It contains three items: 'Dover Castle Education Room' (with a small image of children in a room), 'Free on-site resource: underground capital (tunnel tour)' (with a small image of a tunnel), and 'Free on-site resource: Attack and Defence Handling Collection' (with a small image of children at a table). To the right of this section, there are several contact preference checkboxes and a 'Notes' text area at the bottom.

Step 13: Click onto the box titled 'Dover Castle Education Room' (see screenshot below).



**Step 14:** Fill out how many people are expected to be in the room (see screenshot below).

**Top tip:** The 'Travel Date' box will be defaulted to the initial travel date chosen for your booking.

TEST MODE

Create New Booking

Skip Confirmation Email

Reseller reference

Voucher Number

Room 32

Promotion Check Code

No Promotion

Subtotal £0.00

Total £0.00

Please provide an on the day/emergency contact phone number \* ⓘ

Travel Date

← NOV December 2025 JAN →

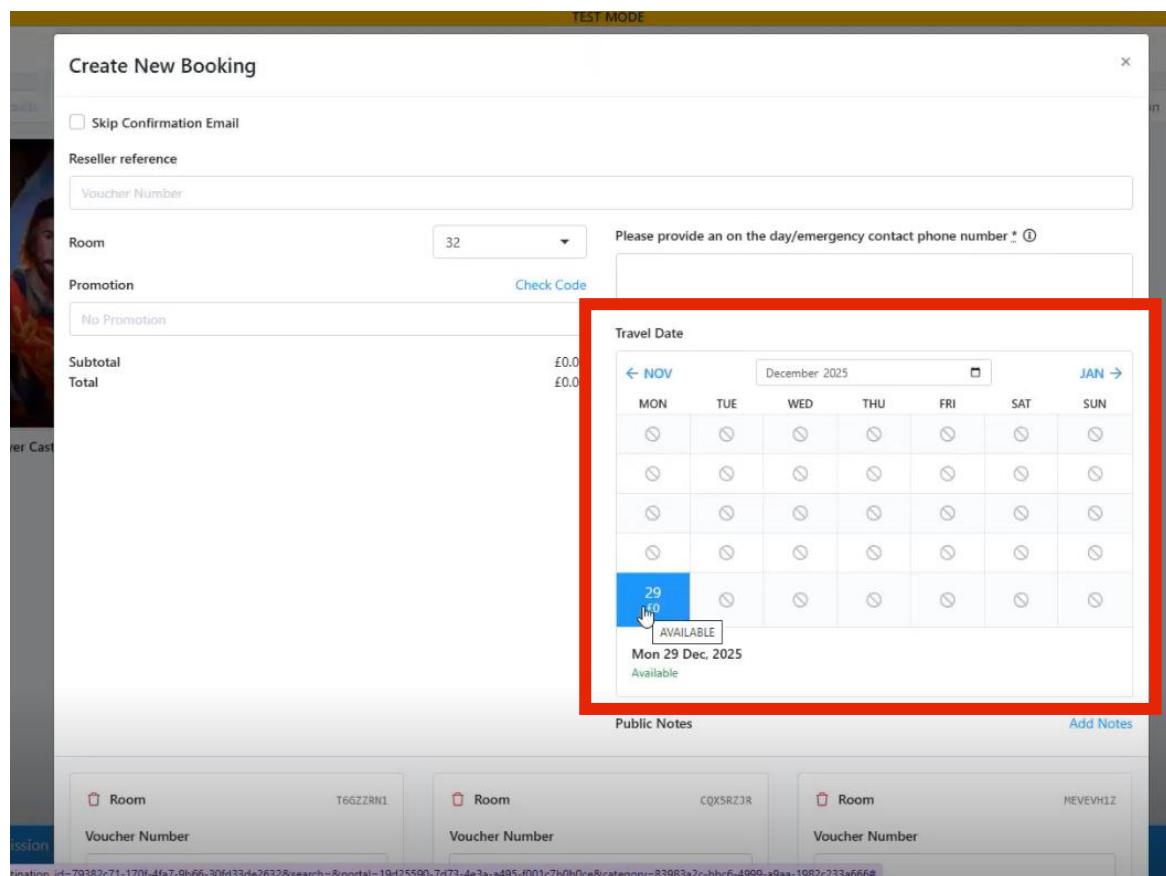
MON	TUE	WED	THU	FRI	SAT	SUN
○	○	○	○	○	○	○
○	○	○	○	○	○	○
○	○	○	○	○	○	○
○	○	○	○	○	○	○
29	30	○	○	○	○	○
AVAILABLE						
Mon 29 Dec, 2025 Available						

Public Notes Add Notes

Room T66ZZRN1 Room CQX5RZJR Room HEVEVH1Z

Voucher Number Voucher Number Voucher Number

timation\_id=79382c71-170f-4fa7-9b66-30fd33de2632&search=&portal=19d25590-7d73-4e3a-a495-f001c7b0b0ce&category=83983a2c-bbc6-4999-a9aa-1982c233a666#



**Step 15:** Provide an emergency contact number (see screenshot below).

TEST MODE

Create New Booking

Skip Confirmation Email

Reseller reference

Voucher Number

Room 32

Promotion No Promotion

Subtotal £0.00  
Total £0.00

Please provide an on the day/emergency contact phone number\* ⓘ

Travel Date

← NOV December 2025 JAN →

MON	TUE	WED	THU	FRI	SAT	SUN
○	○	○	○	○	○	○
○	○	○	○	○	○	○
○	○	○	○	○	○	○
○	○	○	○	○	○	○
29	30					

Mon 29 Dec, 2025  
Available

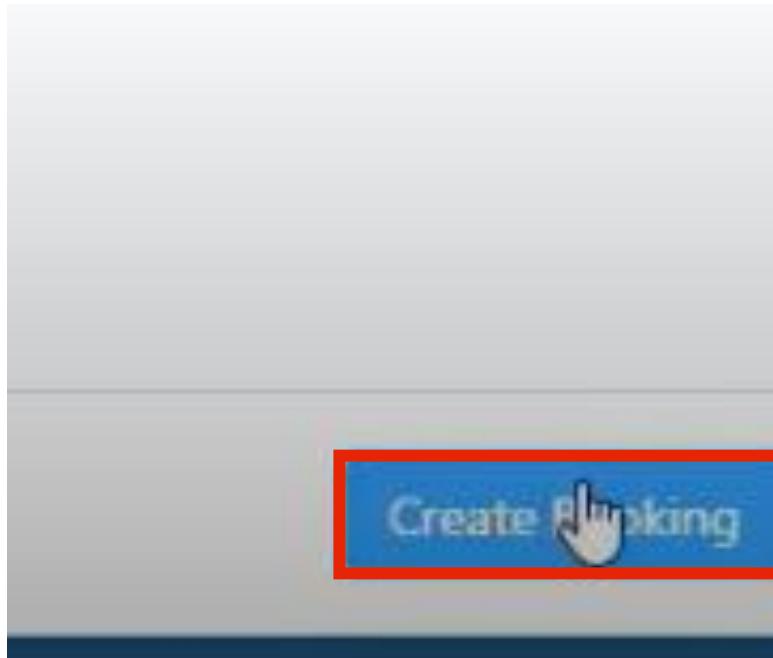
AVAILABLE

Public Notes

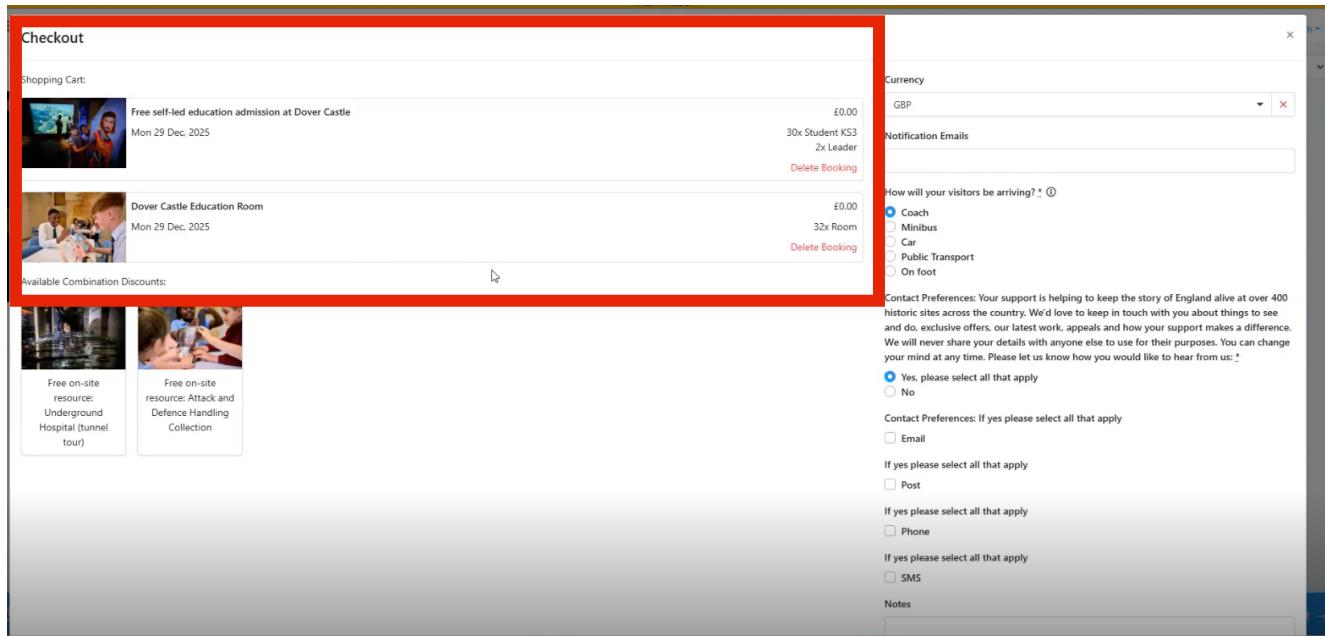
Room T6GZRRN1  Room CQX5RZJR  Room HEVEVH1Z  
Voucher Number Voucher Number Voucher Number

destination\_id=79382c71-170f-4fa7-9b66-30fd33de2632&search=&portal=19d25590-7d73-4e3a-a495-f001c7b0b0ce&category=83983a2c-bb6-4999-a9ea-1962c233a666#

**Step 16:** Scroll down to the bottom of the pop-up box and click the bottom right blue button titled 'Create Booking' (see screenshot below).



**Step 17:** You will be redirected to the 'Checkout' page where you can see that both the free self-led visit and education room are in your shopping basket (see screenshot below).



**Checkout**

**Shopping Cart:**

- Free self-led education admission at Dover Castle**  
Mon 29 Dec. 2025
- Dover Castle Education Room**  
Mon 29 Dec. 2025

**Available Combination Discounts:**

- Free on-site resource: Underground Hospital (tunnel tour)**
- Free on-site resource: Attack and Defence Handling Collection**

**Currency:** GBP

**Notification Emails:**

**How will your visitors be arriving? \***

- Coach
- Minibus
- Car
- Public Transport
- On foot

**Contact Preferences:** Your support is helping to keep the story of England alive at over 400 historic sites across the country. We'd love to keep in touch with you about things to see and do, exclusive offers, our latest work, appeals and how your support makes a difference. We will never share your details with anyone else to use for their purposes. You can change your mind at any time. Please let us know how you would like to hear from us: \*

- Yes, please select all that apply
- No

**Contact Preferences: If yes please select all that apply**

- Email
- If yes please select all that apply**
- Post
- If yes please select all that apply**
- Phone
- If yes please select all that apply**
- SMS

**Notes:**