

Education Customer Training Guide - Ventrata



Contents

Welcome!	3
What is changing with the Implementation of the Ventrata Ticketing System?	4
Overview of how the Customer experience will Change.....	4
Logging into Ventrata	5
How to book a free self-led visit: Bolsover Castle Example	9
Example: Booking Bolsover Castle	9
How to Book a Discovery Visit	30
How to Book an Education Room – Dover Castle Example (<i>scroll to Step 12 for details</i>)	47

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
- **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
- **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)

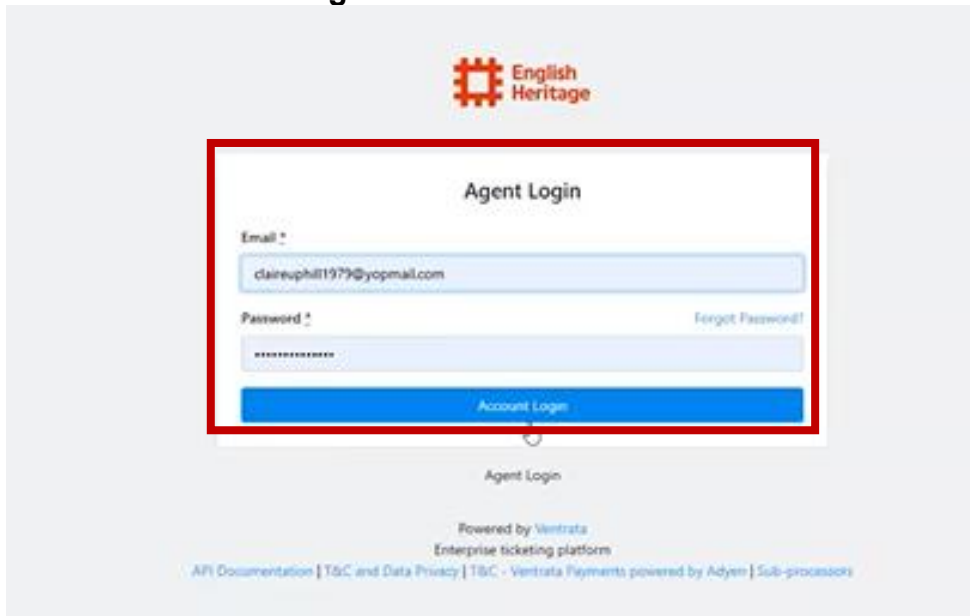
Six-digit code assigned by the DfE. If you don't have one, please provide expected learning outcomes below. You can look up your URN on [Get Information About Schools](#).

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



English Heritage

Agent Login

Email *

claireuphill1979@yopmail.com

Password *

[Forgot Password?](#)

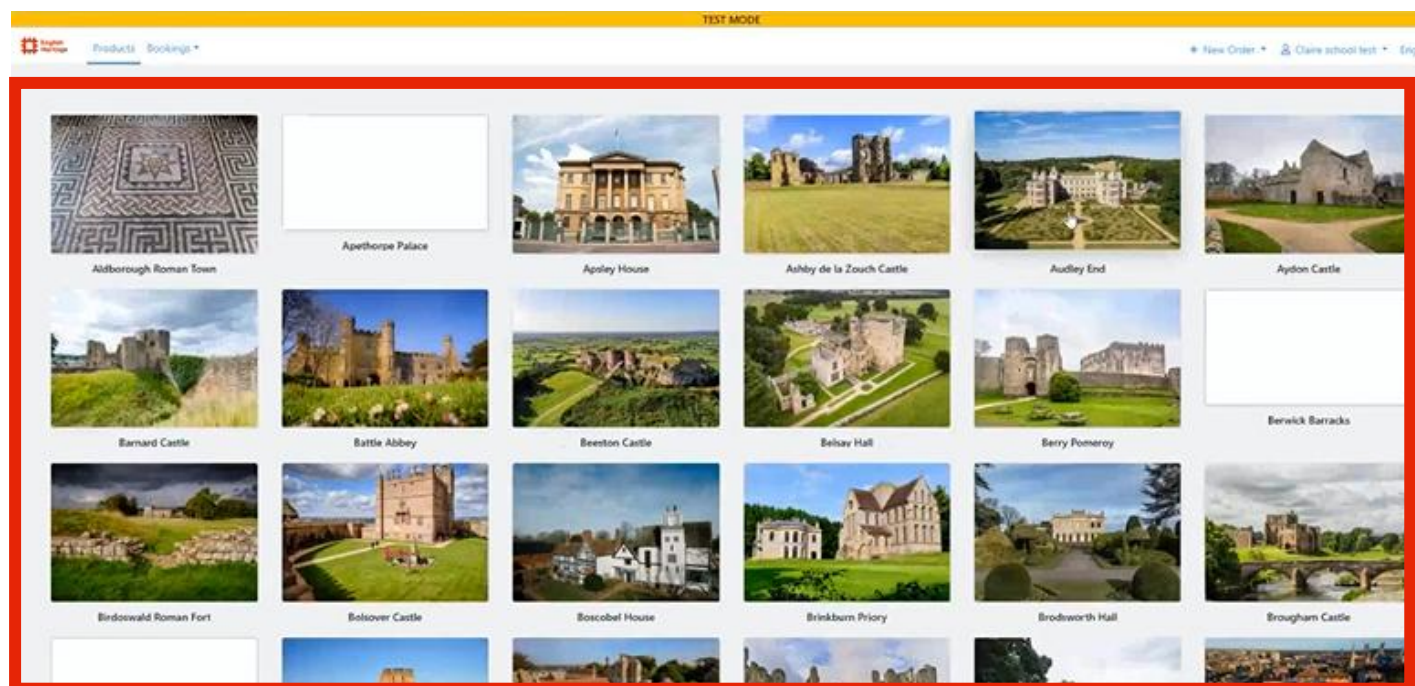
[Account Login](#)

[Agent Login](#)

Powered by Ventrata
Enterprise ticketing platform

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

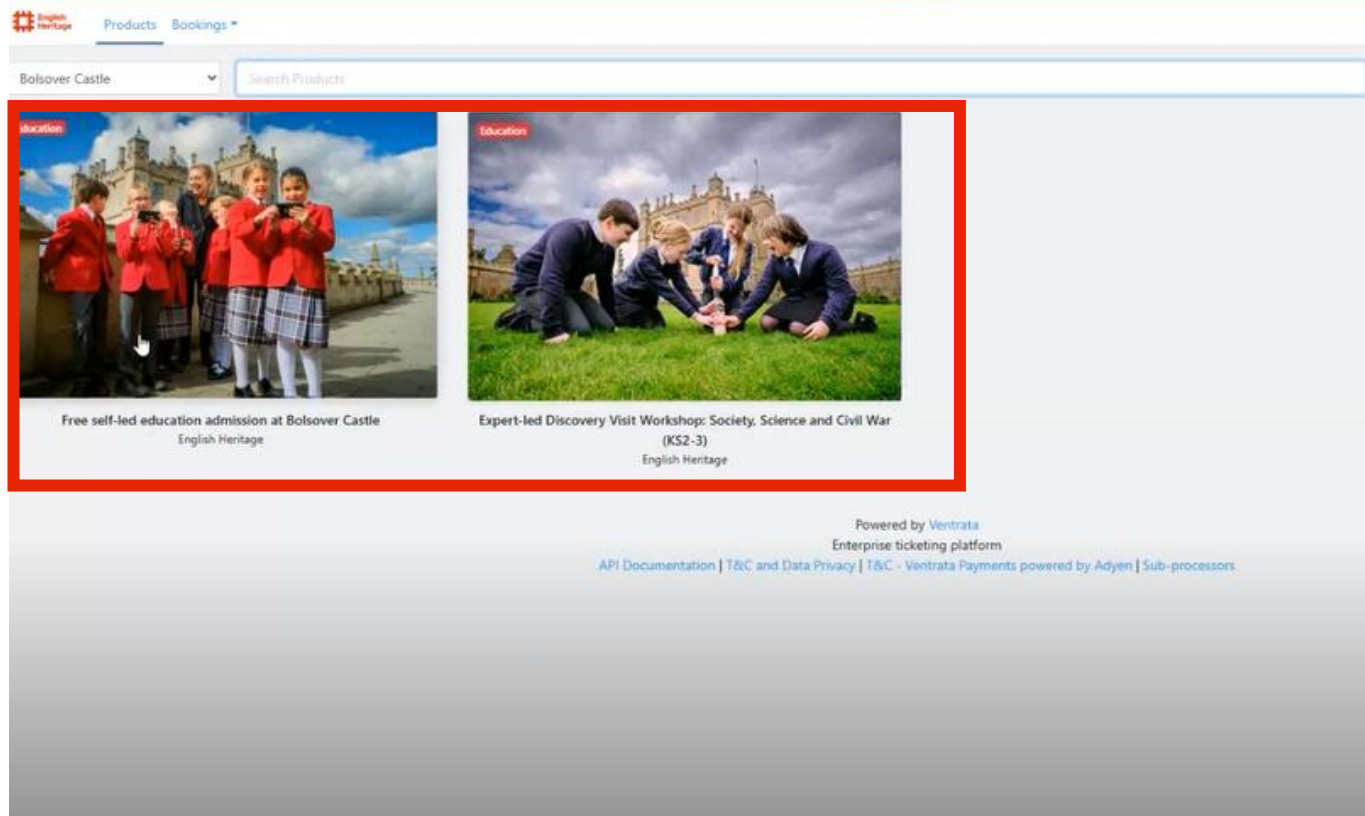
Step 4: You will be taken to the **‘Products’ landing page** in Ventrata – where you will see all the **English Heritage sites that are available to book**. *Please be aware that some sites may not have images available.*



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



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'



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

English Heritage Products Bookings

Bolsover Castle Search Products

Education

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 Check Code

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/). Which subjects are you studying? *

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

Other

Voucher Number

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

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 * ①

07985555555

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/). Which subjects are you studying? *

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

Other

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 *

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 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? ^{*} ⓘ

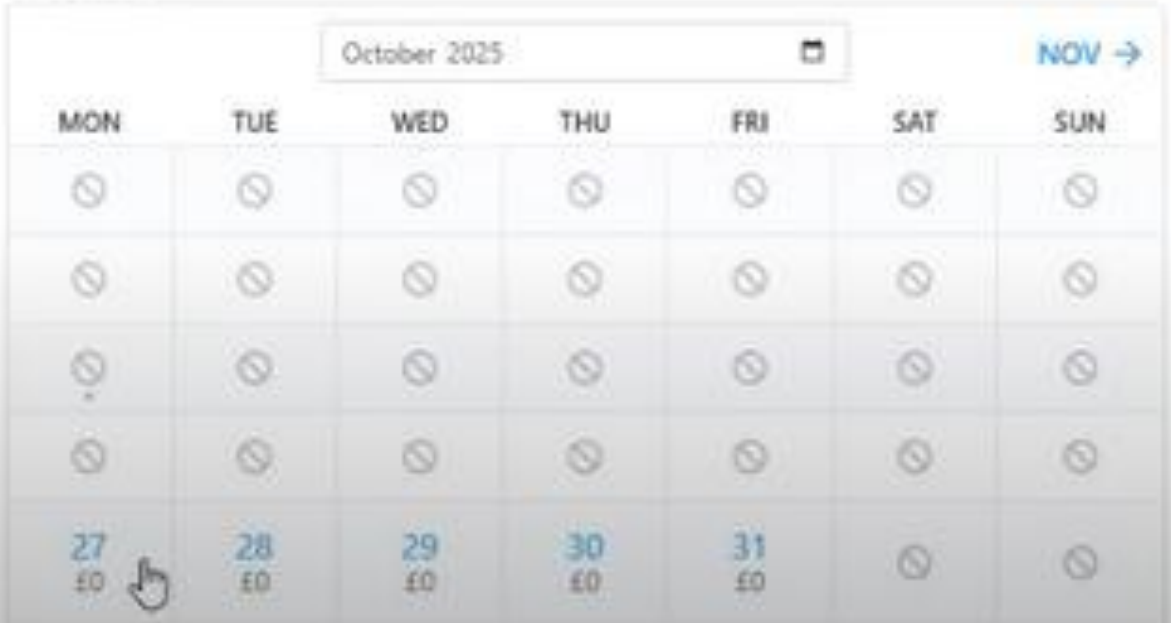
10:00

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
🕒	🕒	🕒	🕒	🕒	🕒	🕒
🕒	🕒	🕒	🕒	🕒	🕒	🕒
🕒	🕒	🕒	🕒	🕒	🕒	🕒
🕒	🕒	🕒	🕒	🕒	🕒	🕒
27 £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
NOV →

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.prime3...> | | | | |

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

Onsite resource

£0.00 £0.00

16

Promotion

[Check Code](#)

Subtotal £0.00
Total £0.00

Travel Date

[NOV →](#)

MON	TUE	WED	THU	FRI	SAT	SUN
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	28 £0.00	⊘	⊘	⊘	⊘	⊘

⊘ There are no tours available for the selected date

Public Notes
[Add Notes](#)

Onsite Resource

BTRKFSBT

Voucher Number

Onsite Resource

HRH6Q65S

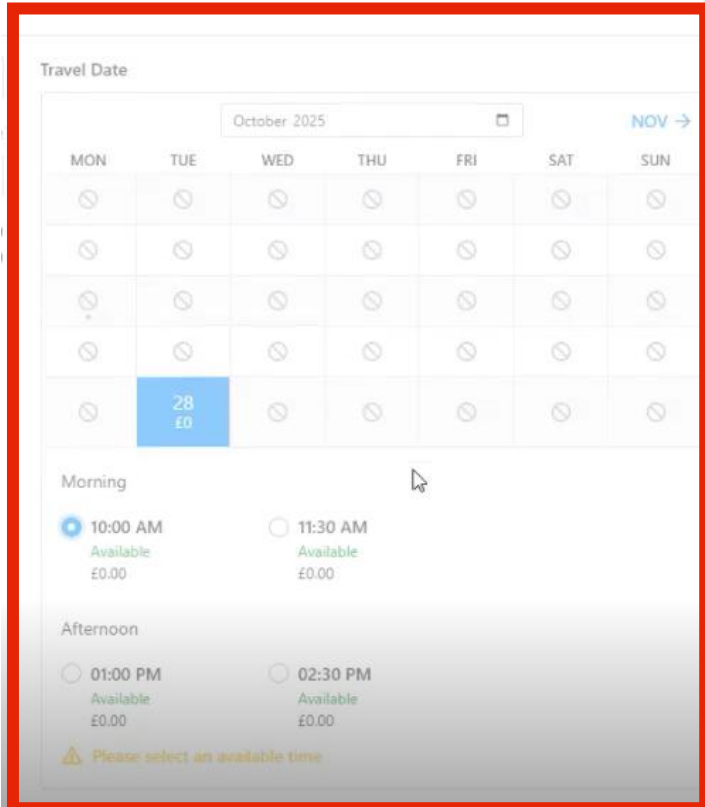
Voucher Number

Onsite Resource

MG31HA7P

Voucher Number

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
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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.

<div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>	<div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>	<div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>
<div>Onsite Resource 78XFMEGH</div> <div>Voucher Number</div> <div></div> <div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>	<div>Onsite Resource 7TK4HEBW</div> <div>Voucher Number</div> <div></div> <div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>	<div>Onsite Resource CJKXSJR0</div> <div>Voucher Number</div> <div></div> <div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>
<div>Onsite Resource TCFM546A</div> <div>Voucher Number</div> <div></div> <div>Barcode Alias</div> <div></div> <div>Subtotal £0.00</div> <div>Total £0.00</div>		

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

Country

☐ Email Receipt

☐ SMS Receipt

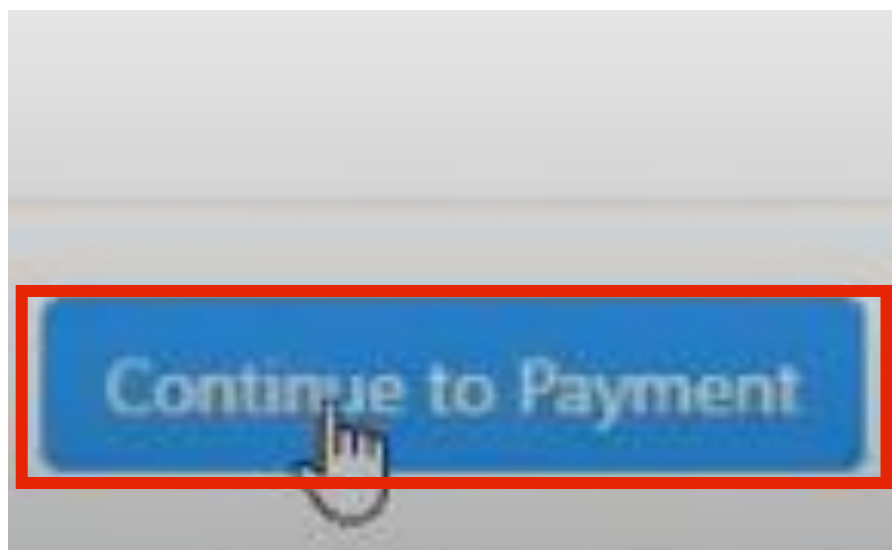
[Continue Shopping](#) [Clear Cart](#) [Continue to Payment](#)

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

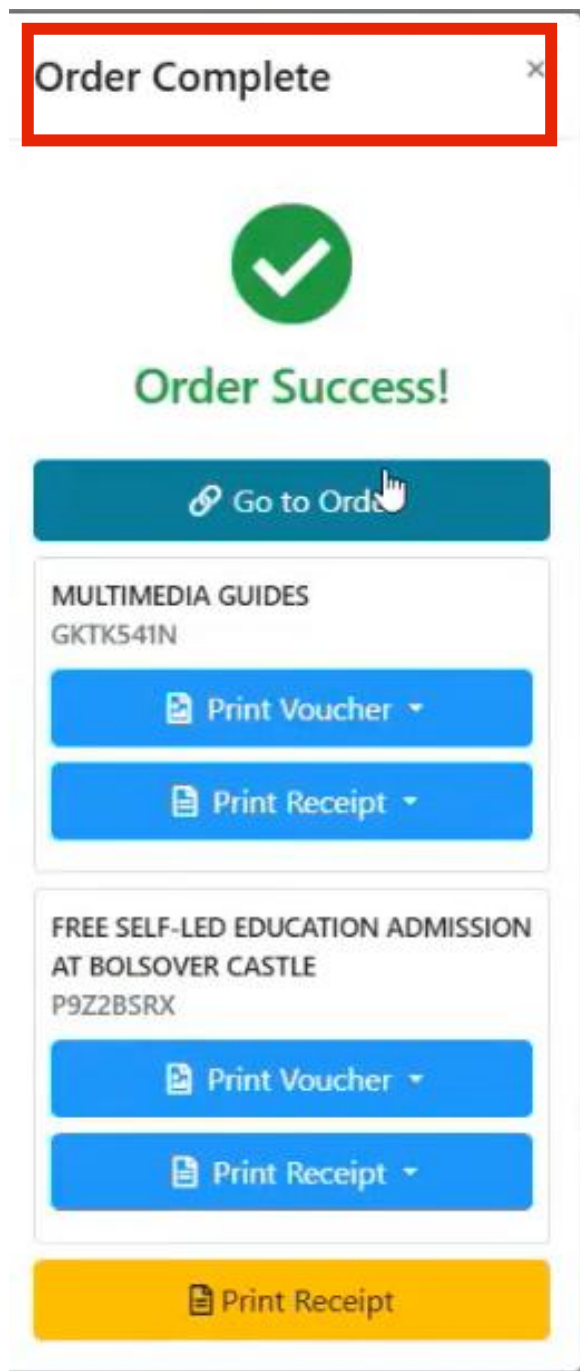
Tip: You may want to include an e-mail address if you are part of the school office team booking on behalf of a teacher. In this case, you could add the teachers' email address into this field to ensure they receive a copy of the booking.

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.




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
[EDIT ORDER](#)

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

Free self-led education admission at Bolsover Castle
 Bolsover Castle
Standalone Confirmed

Travel Date
Tue 28 Oct, 2025
1 day

Tickets
2x Leader
16x Student
KS2

Booking Ref
P9Z2BSRX

Booking
Wholesale
£0.00

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

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

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
1	
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	claire.uphill@english-heritage.org.uk

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 GGTK541N

 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.



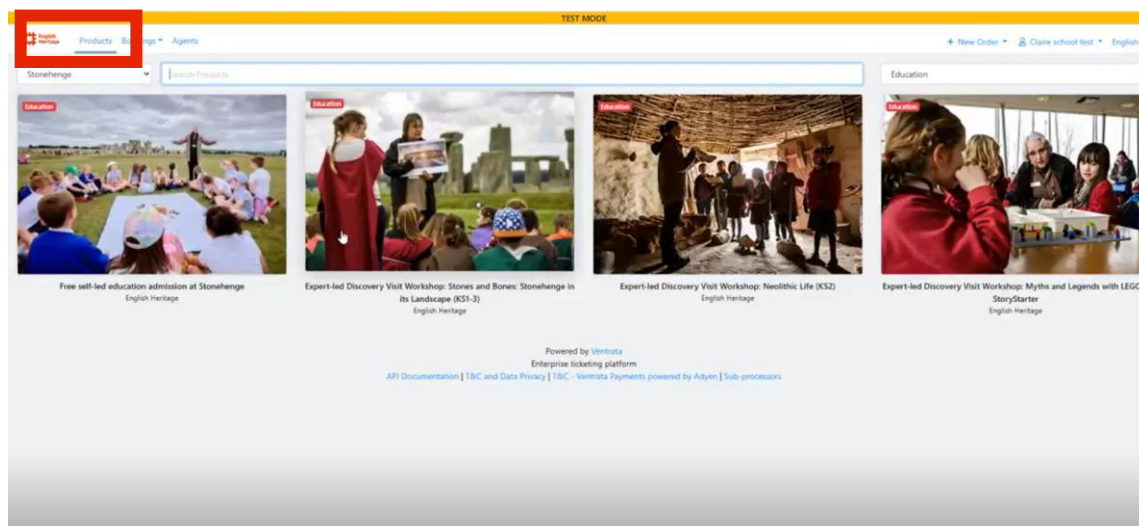
New Booking for
Multimedia guides

Mon 13 Oct, 2025	GGTK541N
------------------	----------

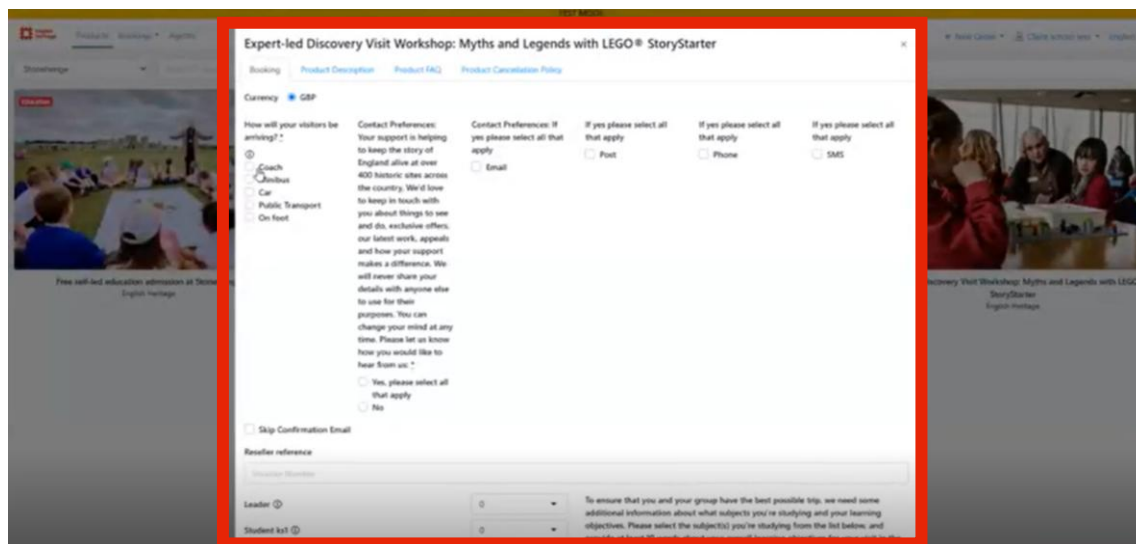
Agent	Claire school test
Product	Multimedia guides
Travel Date	Tue 28 Oct, 2025
Onsite Resource	16
Customer First Name	Claire
Customer Last Name	Uphill
Customer Email	claire.uphill@english-heritage.org.uk

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).

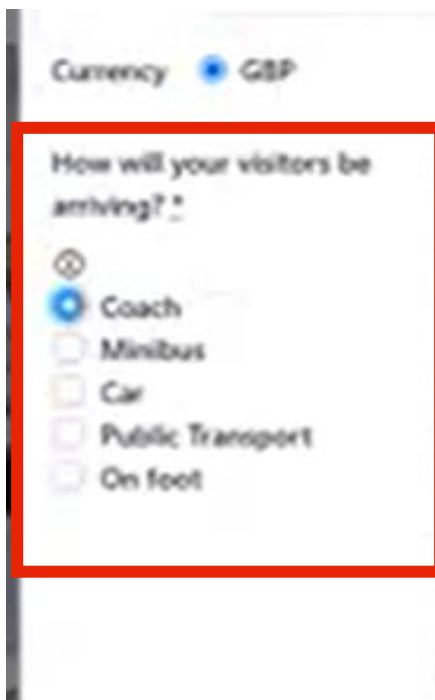


The screenshot shows a booking page for an English Heritage workshop. The main content area is titled "Expert-led Discovery Visit Workshop: Myths and Legends with LEGO® StoryStarter". It includes tabs for "Booking", "Product Description", "Product FAQs", and "Product Cancellation Policy". The "Booking" tab is active, showing a form with the following sections:

- Currency:** GBP (selected)
- How will your visitors be arriving? ***
 - ☒ Coach
 - ☐ Bus
 - ☐ 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 you please select all that apply**
 - ☐ Email
- If you please select all that apply**
 - ☐ Post
- If you please select all that apply**
 - ☐ Phone
- If you please select all that apply**
 - ☐ SMS
- ☐ Skip Confirmation Email
- Reseller reference**
 - Reseller Reference
- Leader**
 - Leader
- Student tix**
 - Student tix

At the bottom, there is a note: "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 we'll email you a link to our online survey." Below this note is a dropdown menu for "Subject(s) you're studying".

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

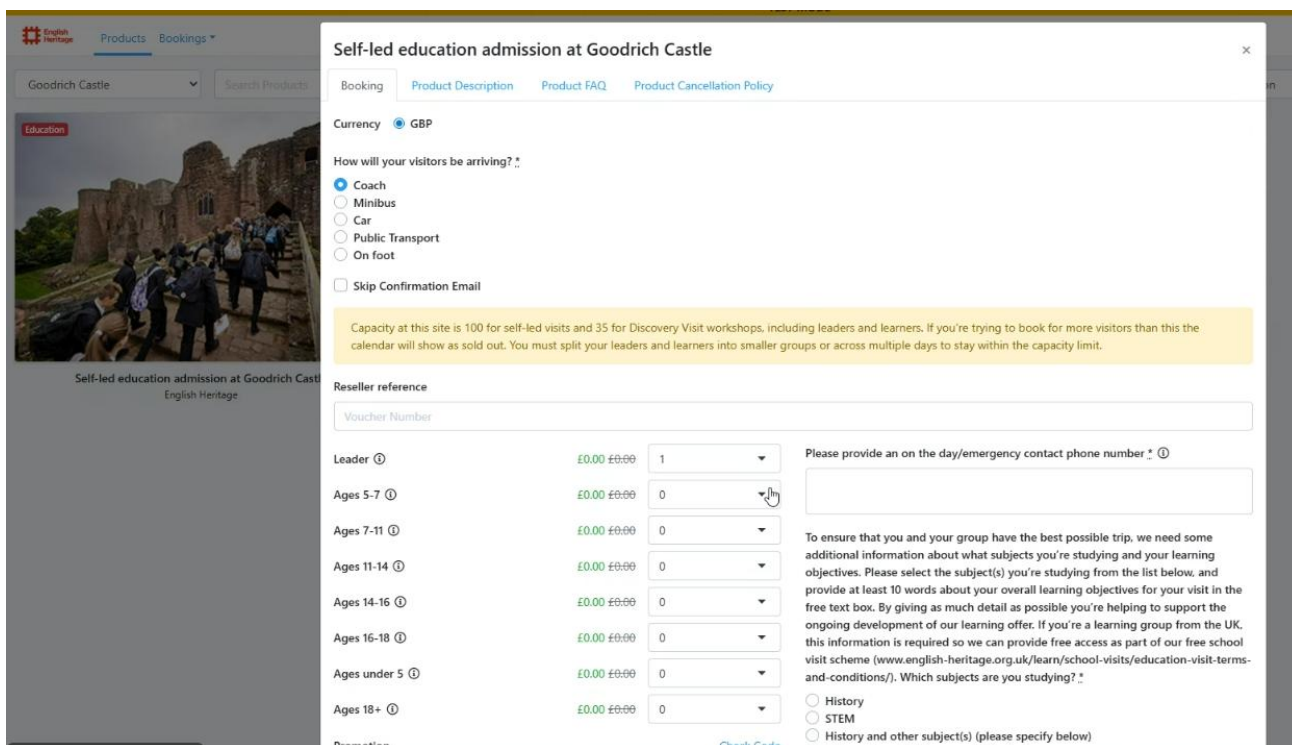
Step 4: Fill out the contact preferences field you will get two options, one for post and one for email.

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 Ventrata.

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



The screenshot shows the booking interface for 'Self-led education admission at Goodrich Castle'. The page includes a sidebar with a search bar and a main content area with tabs for 'Booking', 'Product Description', 'Product FAQ', and 'Product Cancellation Policy'. The 'Booking' tab is active, showing options for currency (GBP), arrival method (Coach, Minibus, Car, Public Transport, On foot), and a checkbox for 'Skip Confirmation Email'. A yellow banner provides capacity information: '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.' Below this, there is a 'Reseller reference' field for 'Voucher Number'. A table allows selection of the number of leaders and learners by age group. The table has columns for the category, price (£0.00), and a dropdown for the number of participants. The 'Leader' row has a dropdown set to 1, while all other age groups have dropdowns set to 0. To the right of the table is a text field for 'Please provide an on the day/emergency contact phone number *'. Below this is a detailed note about providing learning objectives and a list of subject options: History, STEM, and History and other subject(s) (please specify below).

Category	Price	Number of Participants
Leader	£0.00	1
Ages 5-7	£0.00	0
Ages 7-11	£0.00	0
Ages 11-14	£0.00	0
Ages 14-16	£0.00	0
Ages 16-18	£0.00	0
Ages under 5	£0.00	0
Ages 18+	£0.00	0

Subject Selection:

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

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

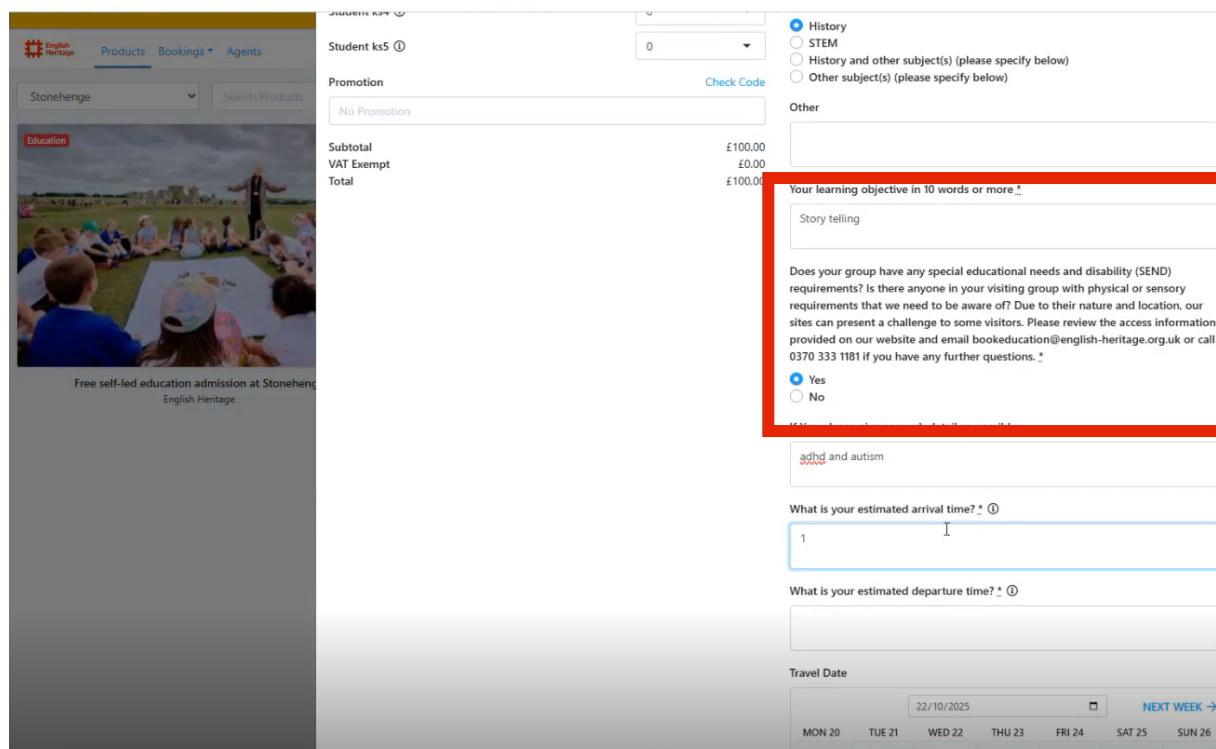
To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for 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/). 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 ...*

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



The screenshot shows the English Heritage booking form. The left sidebar displays the 'Education' section with a photo of a group of children sitting on the grass at Stonehenge. The main content area shows a summary of the booking, including the student level (ks5), a subtotal of £100.00, and a total of £100.00. The right sidebar contains the 'Your learning objective' section, which is highlighted with a red box. This section includes a text input field for the learning objective, a question about SEND requirements, and radio buttons for 'Yes' and 'No'. Below this, there are input fields for 'What is your estimated arrival time?' and 'What is your estimated departure time?'. At the bottom, there is a 'Travel Date' section with a calendar view showing the dates from Monday 20th to Sunday 26th, with the current date (22/10/2025) highlighted.

English Heritage

Products Bookings Agents

Stonehenge

Education

Free self-led education admission at Stonehenge

English Heritage

Student ks5

Promotion

No Promotion

Subtotal £100.00

VAT Exempt £0.00

Total £100.00

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 *

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 or call 0370 333 1181 if you have any further questions. *

Yes

No

adhd and autism

What is your estimated arrival time? *

1

What is your estimated departure time? *

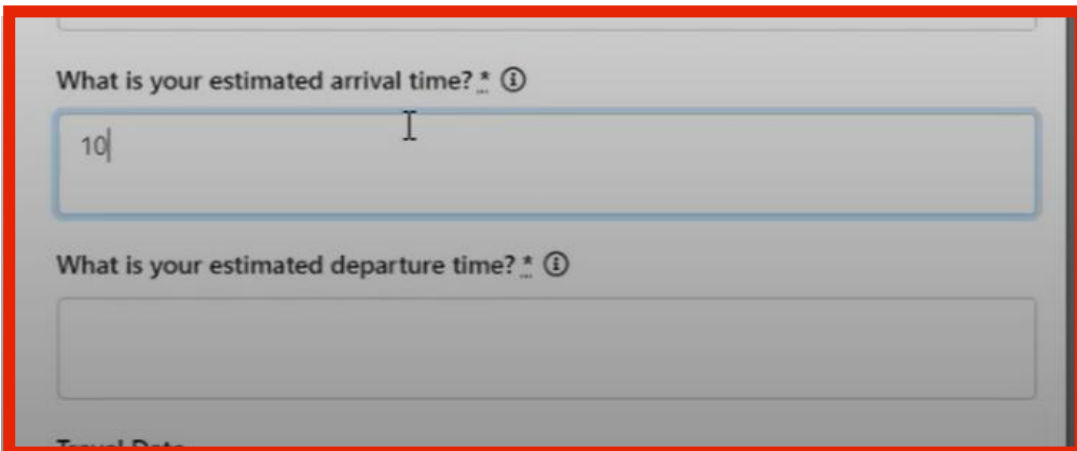
Travel Date

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).



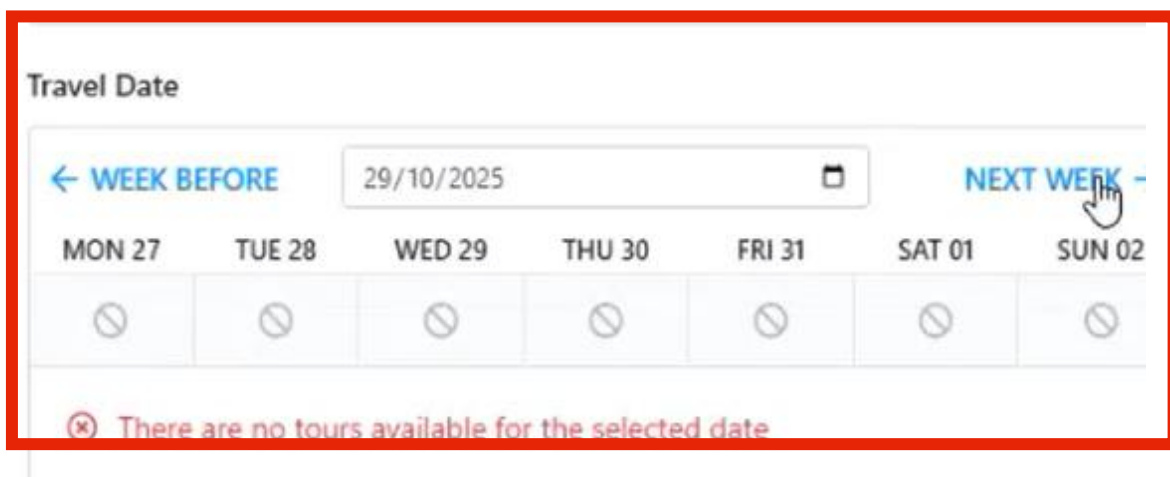
What is your estimated arrival time? * ⓘ

10

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).

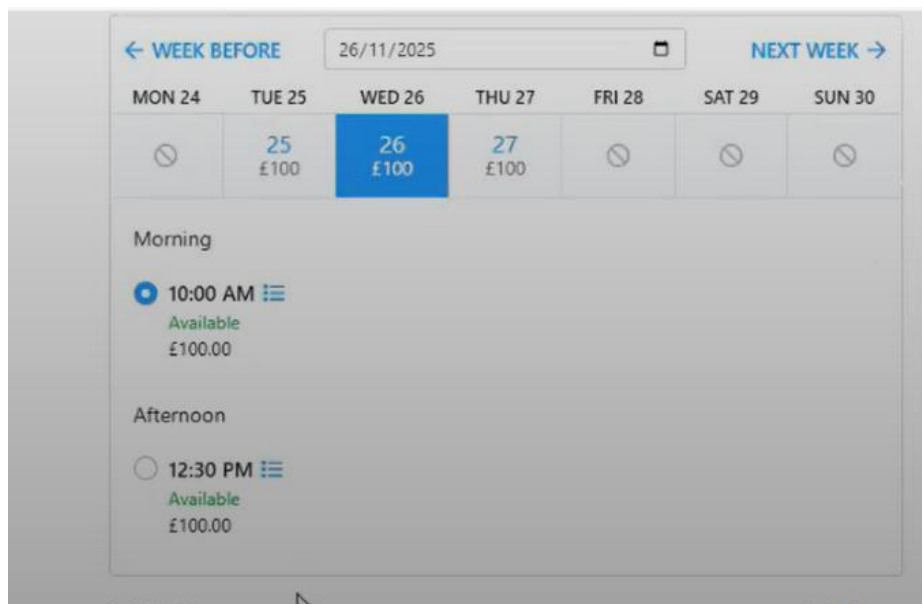


Registered charity no. 1140351 (England and Wales).
Limited company, registered no. 07447221 (England and Wales).


disability
confident
COMMITTEE

INVESTORS
IN PEOPLE | Accredited
19th 2022




DIVERSITY
CHAMPION




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
Total	£14.26	Total	£14.29	Total	£14.29

 Student KS1 BSPATZAE	 Student KS1 TNW73XCA	 Student KS1 NSNRS03W			
Voucher Number	Voucher Number	Voucher Number			
<input type="text"/>	<input type="text"/>	<input type="text"/>			
Barcode Alias	Barcode Alias	Barcode Alias			
<input type="text"/>	<input type="text"/>	<input type="text"/>			
Subtotal	£14.29	Subtotal	£14.29	Subtotal	£14.29
VAT Exempt	£0.00	VAT Exempt	£0.00	VAT Exempt	£0.00
Total	£14.29	Total	£14.29	Total	£14.29

 Student KS1 R91CCKQQ	
Voucher Number	
<input type="text"/>	
Barcode Alias	
<input type="text"/>	
Subtotal	£14.29
VAT Exempt	£0.00
Total	£14.29


[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)
Wed 26 Nov, 2025
10:00 AM

£100.00
1x Leader
6x Student KS1
[Delete Booking](#)

Available Combination Discounts:



Backpacks

Currency

GBP

Notification Emails

[Add claire.uphi...](#)

☒ 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

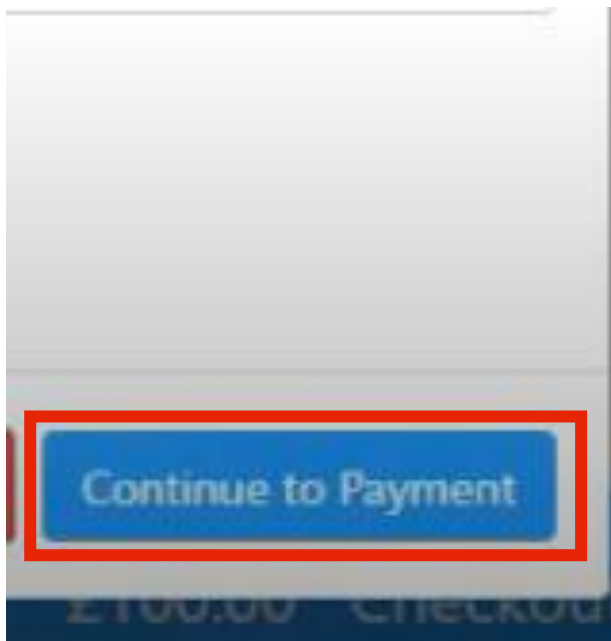
☐ Phone

If yes please select all that apply

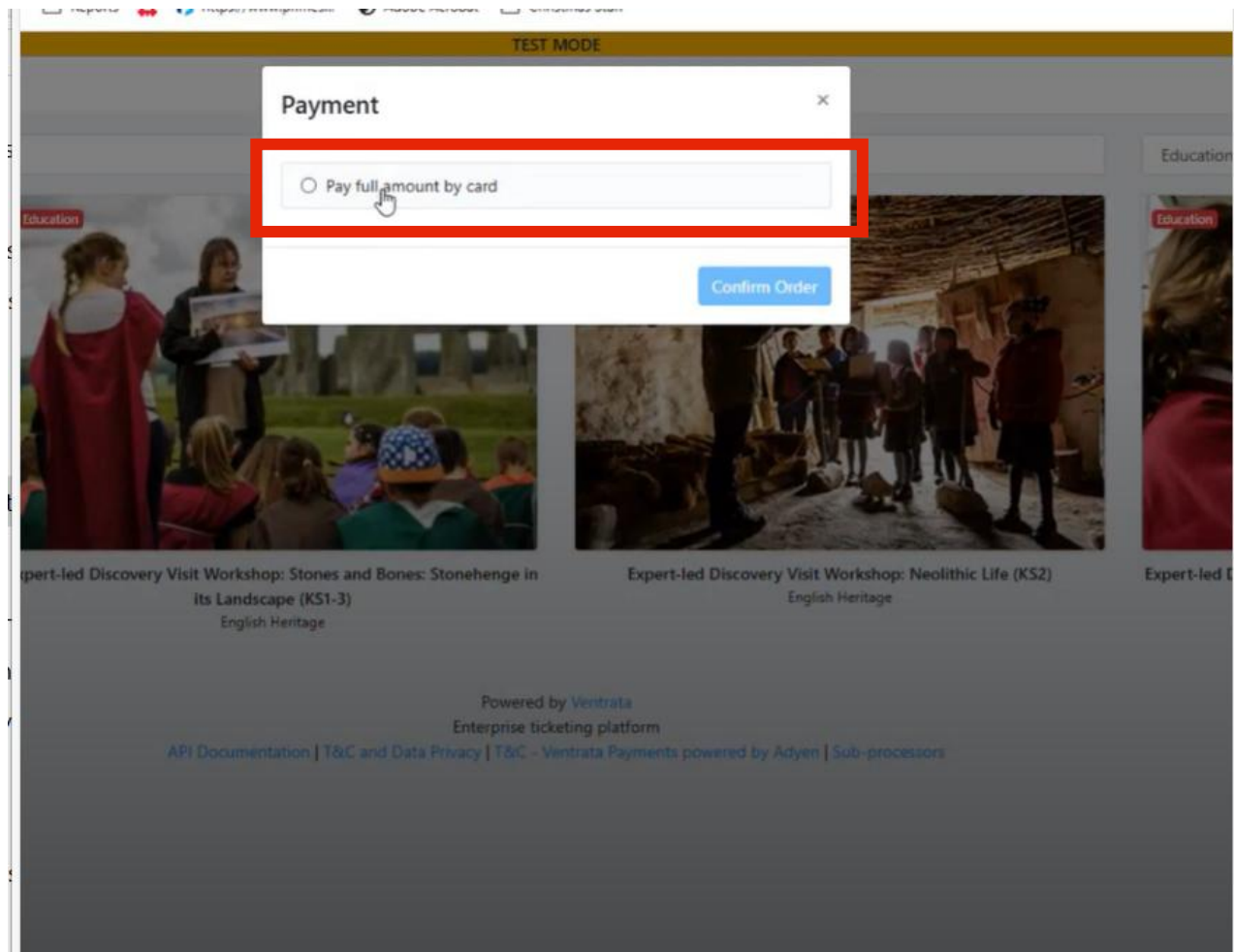
☐ SMS

Notes

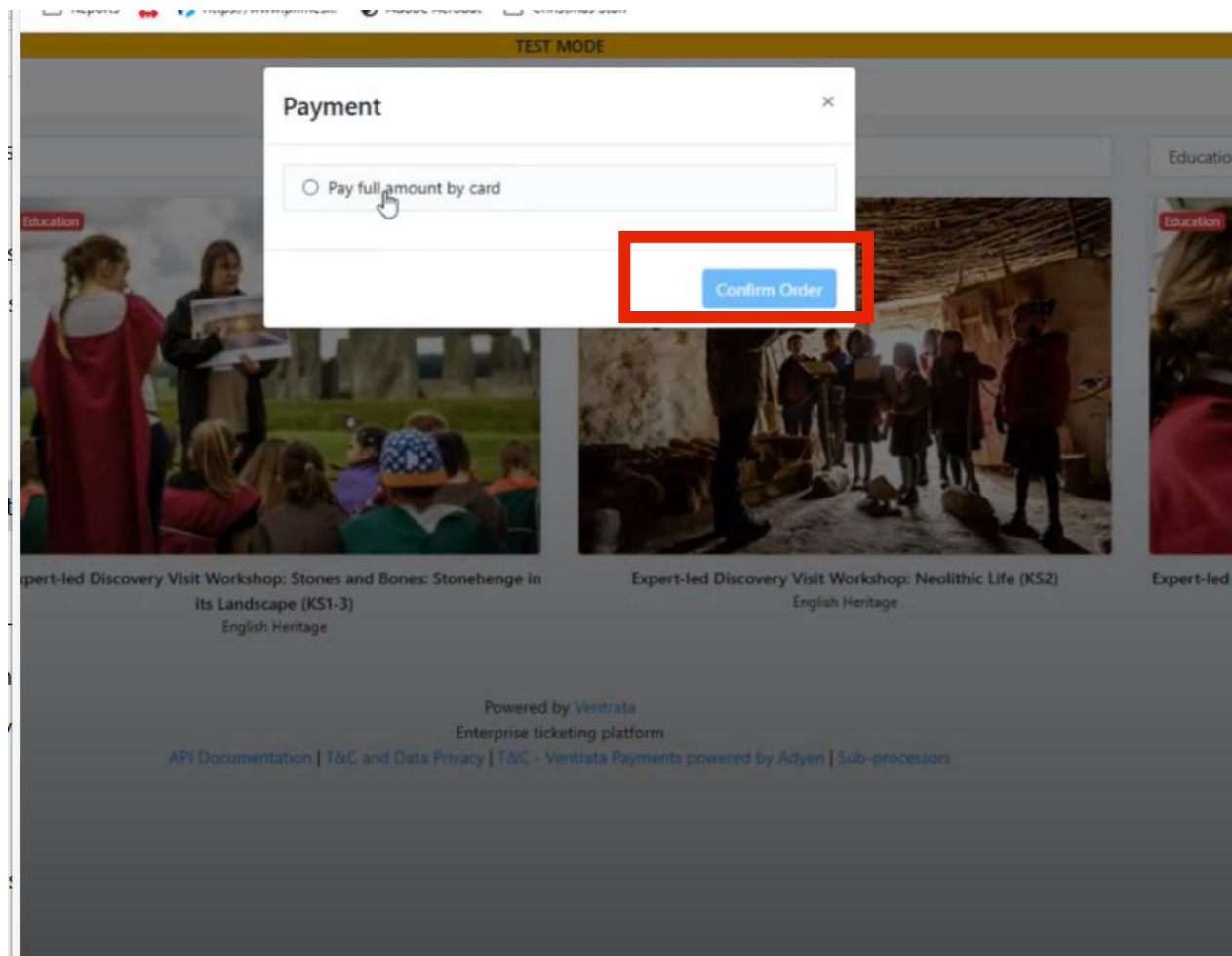
Step 13: Scroll to the bottom of the check-out page and click the bottom right blue button titled 'Continue to Payment' (see screenshot below).



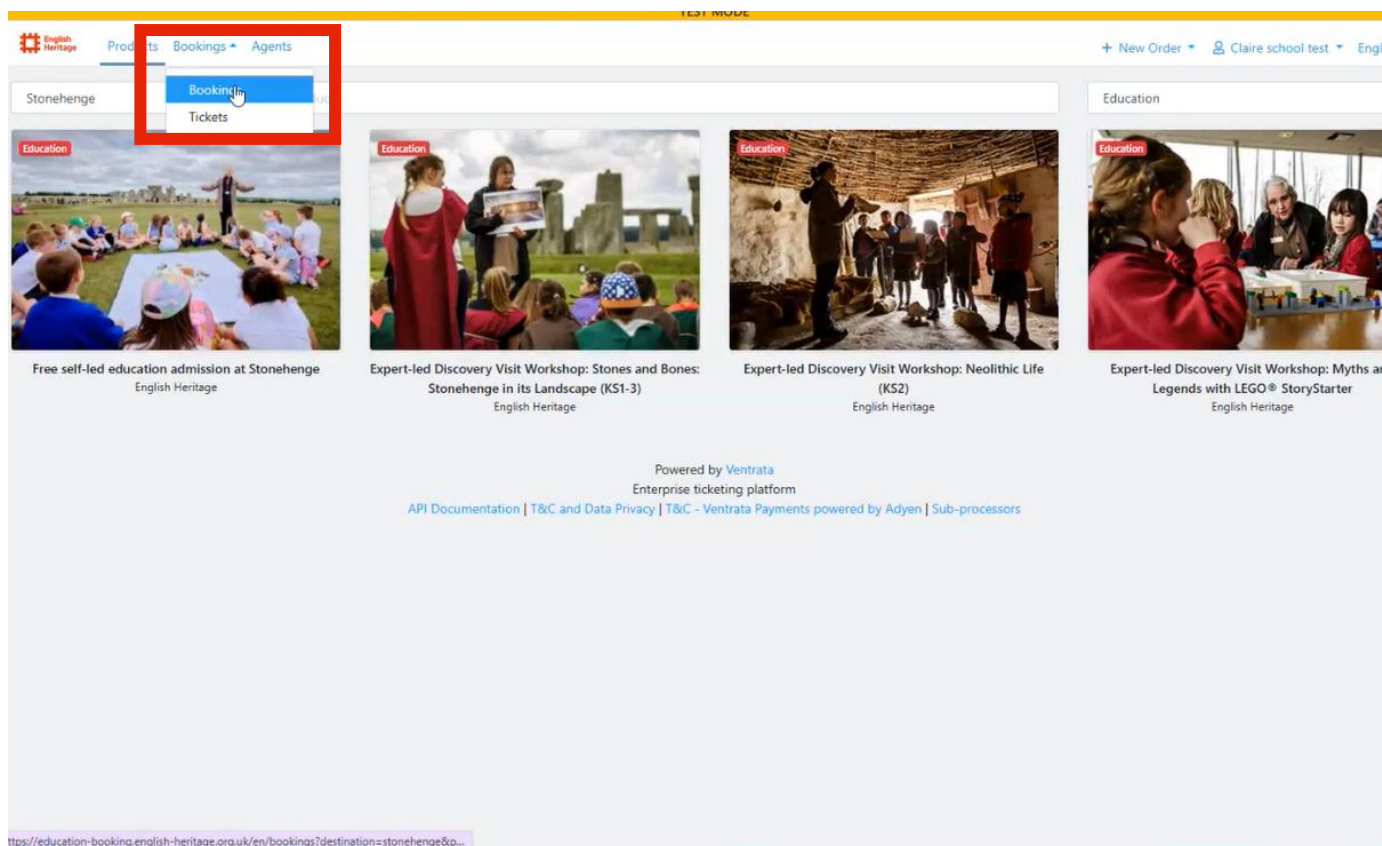
Step 14: Click the 'pay full amount by card' button in the Payment pop-up box (see screenshot below).



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



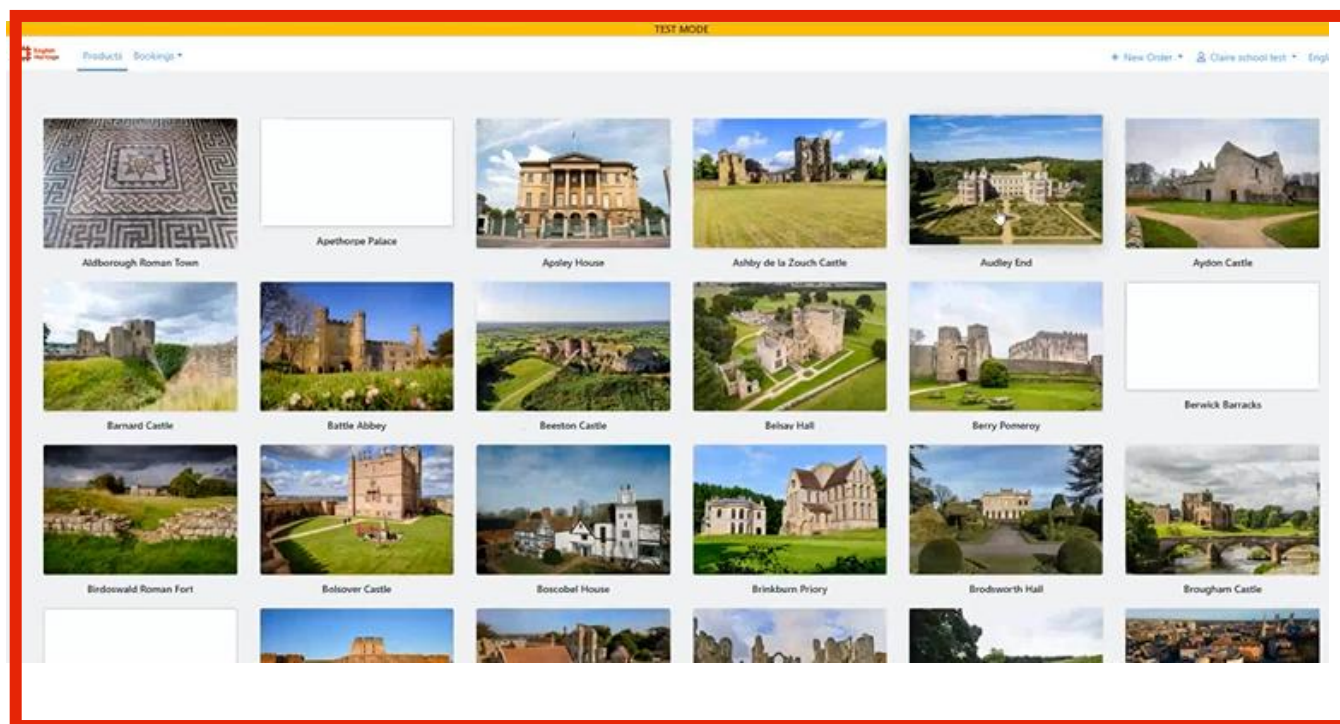
Step 16: Click the top right blue button titled 'Bookings' and select the blue highlighted 'Bookings' drop-down option (see screenshot below).



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).

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*).

English Heritage

Products Bookings Agents

Dover Castle

Search products

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

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

Skip Confirmation Email

Reseller reference

Voucher Number

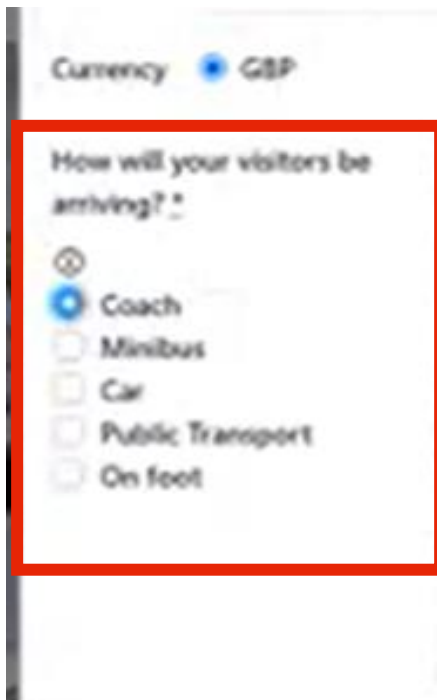
Leader

2

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

07946587435

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).

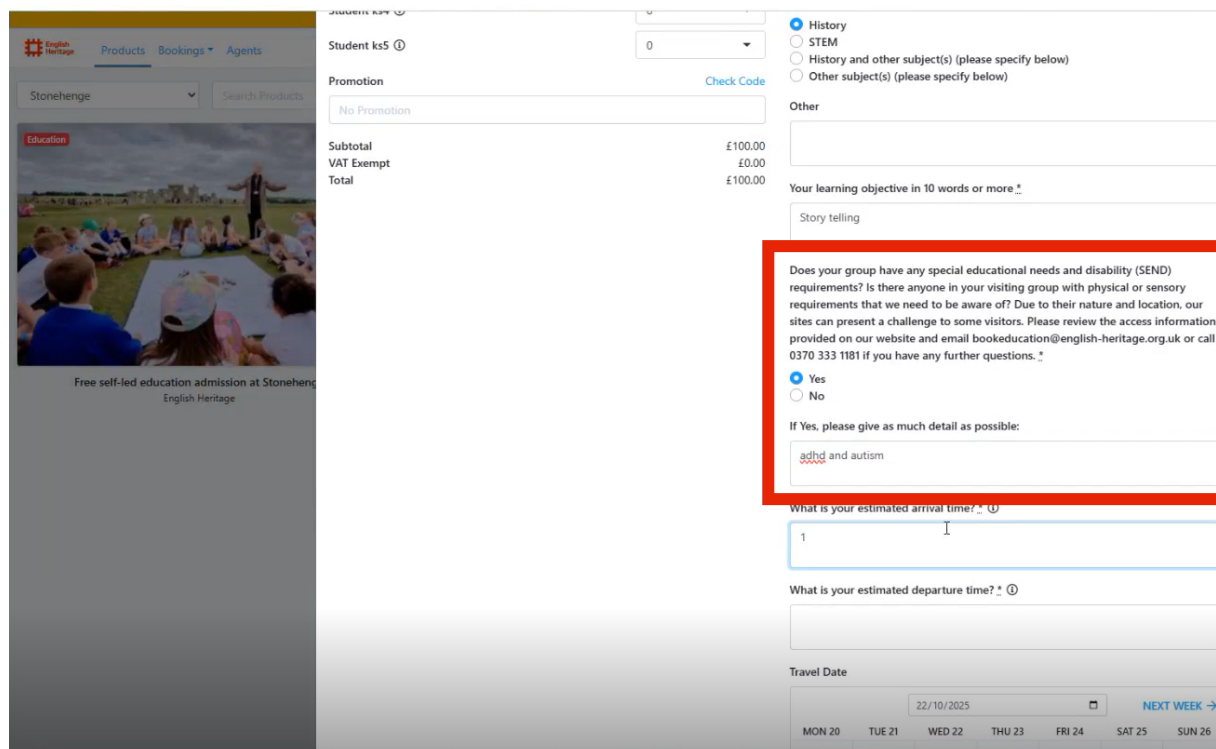
To ensure that you and your group have the best possible trip, we need some additional information about what subjects you're studying and your learning objectives. Please select the subject(s) you're studying from the list below, and provide at least 10 words about your overall learning objectives for 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/). 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 *

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



The screenshot shows the English Heritage booking interface. On the left, there's a sidebar with 'Products', 'Bookings', and 'Agents' tabs. The 'Products' tab is active, showing 'Stonehenge' as the selected product. Below this is a photo of a group of people sitting on the grass at Stonehenge, with the text 'Free self-led education admission at Stonehenge' and 'English Heritage'.

The main booking form is on the right. It includes fields for 'Student ks5', 'Promotion' (set to 'No Promotion'), and a 'Check Code' link. A summary table shows: Subtotal £100.00, VAT Exempt £0.00, and Total £100.00.

Below the summary, there are radio buttons for 'History' (selected), 'STEM', 'History and other subject(s) (please specify below)', and 'Other subject(s) (please specify below)'. There's also an 'Other' text field.

A section titled 'Your learning objective in 10 words or more' contains the text 'Story telling'.

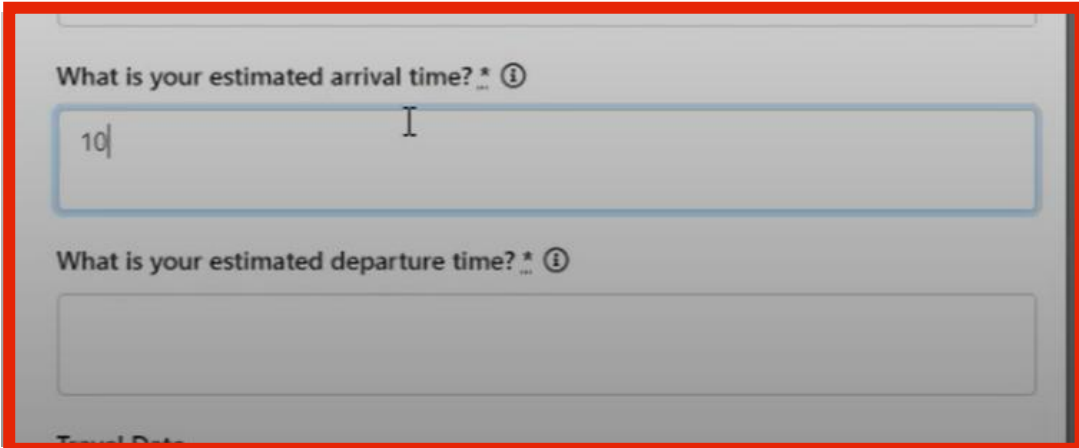
A red box highlights the following text: 'Does your group have any special educational needs and disability (SEND) requirements? Is there anyone in your visiting group with physical or sensory requirements that we need to be aware of? Due to their nature and location, our sites can present a challenge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

Below this text are radio buttons for 'Yes' (selected) and 'No'. A text field below 'Yes' contains the text 'adhd and autism'.

Below the red box, there are fields for 'What is your estimated arrival time?' (set to '1') and 'What is your estimated departure time?'.

At the bottom, there's a 'Travel Date' section with a calendar showing '22/10/2025' as the selected date. A 'NEXT WEEK' link is also present.

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

A screenshot of a web form with a red border. The form contains two input fields. The first field is labeled "What is your estimated arrival time? * ⓘ" and contains the text "10". The second field is labeled "What is your estimated departure time? * ⓘ" and is empty. Below the second field, the text "Travel Date" is partially visible.

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	VAT Exempt	Total
£14.26	£0.00	£14.26

Student KS1 BSPATZAE

Voucher Number

Barcode Alias

Subtotal	VAT Exempt	Total
£14.29	£0.00	£14.29

Student KS1 TNW73XCA

Voucher Number

Barcode Alias

Subtotal	VAT Exempt	Total
£14.29	£0.00	£14.29

Student KS1 NSNRS03W

Voucher Number

Barcode Alias


Subtotal	VAT Exempt	Total
£14.29	£0.00	£14.29

Student KS1 R91CCKQQ

Voucher Number

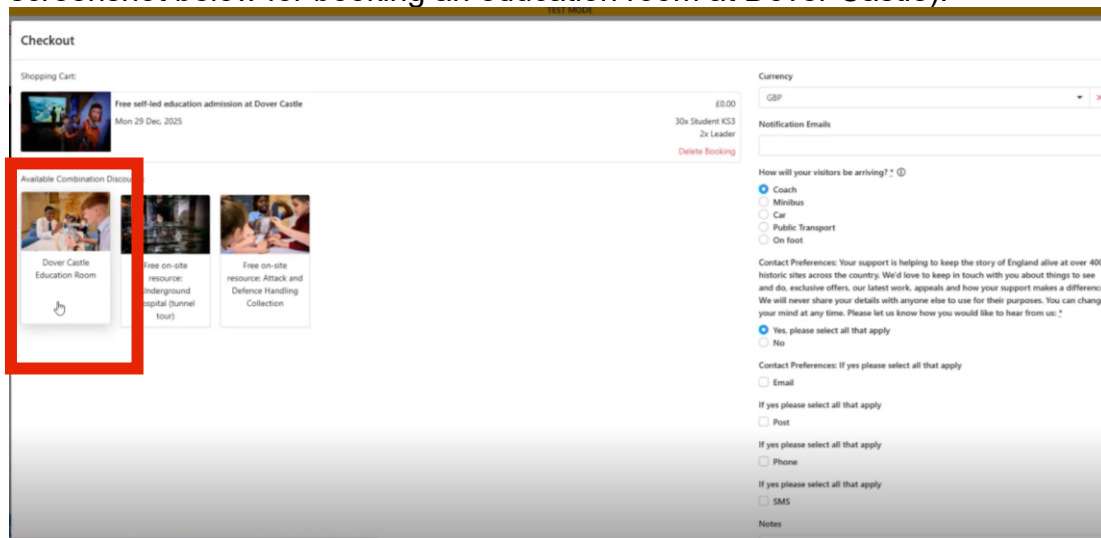
Barcode Alias

Subtotal	VAT Exempt	Total
£14.29	£0.00	£14.29

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).

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).



Checkout

Shopping Cart:

Free self-led education admission at Dover Castle
Mon 29 Dec 2025

£0.00
30x Student KS3
2x Leader
[Delete Booking](#)

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

Available Combination Discounts

Dover Castle Education Room

Free on-site resource: Underground Hospital (tunnel tour)

Free on-site resource: Attack and Defence Handling Collection

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

Create New Booking

☐ Skip Confirmation Email

Reseller reference

Room

32

Promotion
 No Promotion

Subtotal
 Total

£0.00
 £0.00

Please provide an on the day/emergency contact phone number * ①

Travel Date

← NOV
 December 2025
 JAN →

MON	TUE	WED	THU	FRI	SAT	SUN
🗓	🗓	🗓	🗓	🗓	🗓	🗓
🗓	🗓	🗓	🗓	🗓	🗓	🗓
🗓	🗓	🗓	🗓	🗓	🗓	🗓
🗓	🗓	🗓	🗓	🗓	🗓	🗓
29 £0	🗓	🗓	🗓	🗓	🗓	🗓

AVAILABLE
 Mon 29 Dec, 2025
 Available

Public Notes

Add Notes

Room

T6GZZRN1

Voucher Number

Room

CQXSAZ3R

Voucher Number

Room

MEVEVH1Z

Voucher Number

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

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

Promotion: No Promotion [Check Code](#)

Subtotal: £0.00

Total: £0.00

Travel Date

← NOV December 2025 JAN →

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

29
10

AVAILABLE

Mon 29 Dec, 2025

Available

Public Notes [Add Notes](#)

Room	Voucher Number
T6G2ZRN1	
CQXSRZ3R	
MEVEVH1Z	

ination_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 * ①

[Check Code](#)

Travel Date

← NOV | December 2025 | JAN →

MON	TUE	WED	THU	FRI	SAT	SUN
☒	☒	☒	☒	☒	☒	☒
☒	☒	☒	☒	☒	☒	☒
☒	☒	☒	☒	☒	☒	☒
☒	☒	☒	☒	☒	☒	☒
29 £60	☒	☒	☒	☒	☒	☒

Mon 29 Dec, 2025
Available

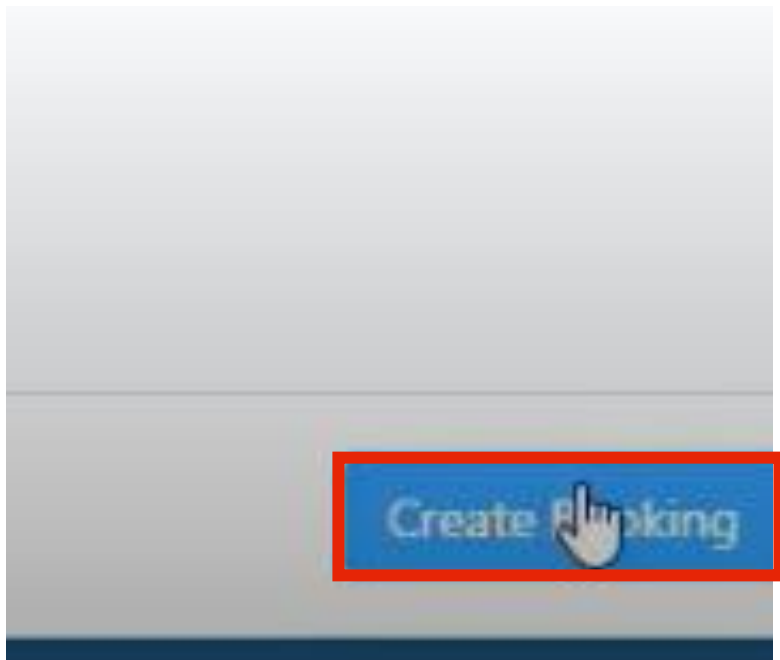
Public Notes [Add Notes](#)

Room: T6GZRN1 | Room: CQXSRZ3R | Room: MEVEVH1Z

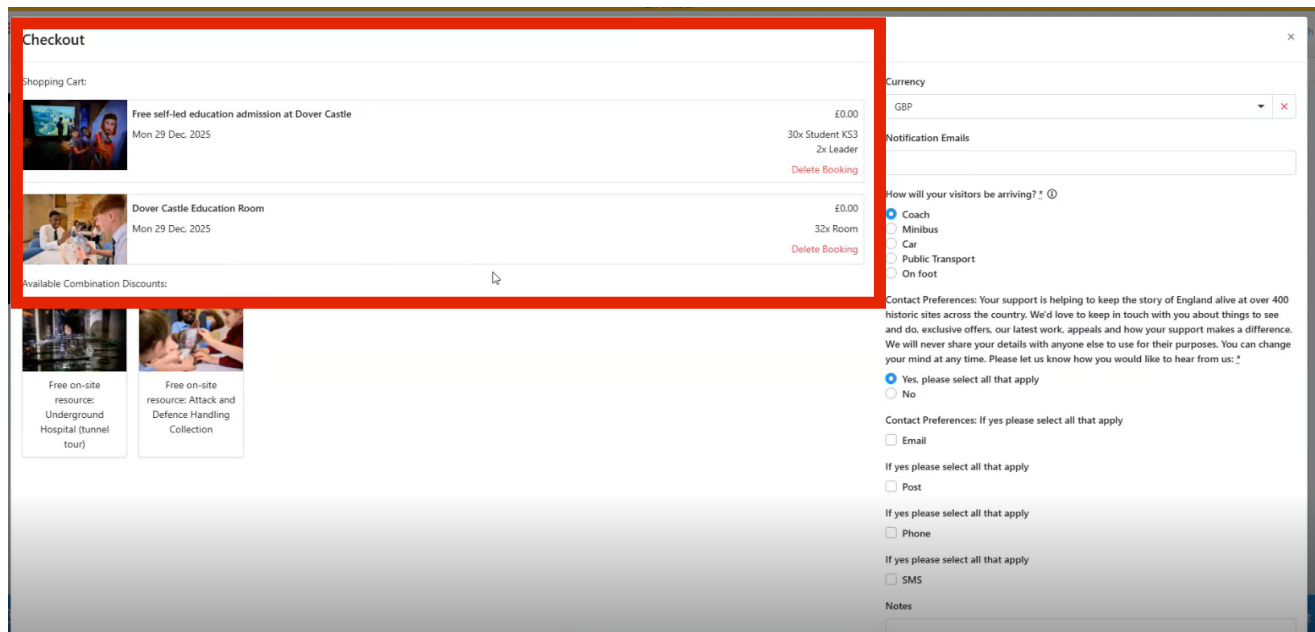
Voucher Number

destination_id=79382c71-170f-4fa7-9b66-30fd33de2632&search=&portal=19d25590-7d73-4e3a-a495-4001c7b0b0ce&category=83983a2c-bbc6-4999-a9aa-1982c233a666#

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	£0.00 30x Student KS3 2x Leader Delete Booking
	Dover Castle Education Room Mon 29 Dec, 2025	£0.00 32x Room Delete Booking

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: