



## Visitor Regulations

We hope that you enjoy your visit to Royston Cave. To make the most of your experience, to keep you and others safe and to protect the cave, we kindly request that you follow these simple rules.

These regulations are for the safety, wellbeing and security of our visitors, staff and property.

There is no public right of entry into Royston Cave. It is a condition of entry that you abide by these regulations. If you fail to comply you may be asked to leave the premises.

'Royston Cave' includes the cave and its access tunnel.

### 1. Admission

1.1 Entry to Royston Cave is by ticket and guided tour only.

1.2 Tickets are valid for the date and time specified.

1.3 Tickets are non-refundable and non-exchangeable.

1.4 Children under 16 must be accompanied by an adult.

1.5 Student tickets are available upon proof of valid student I.D from a recognised or listed educational organisation.

1.6 Each tour is limited to 15 persons.

1.7 You must not enter Royston Cave without being accompanied by a tour guide.

1.8 No animals are allowed in Royston Cave under any circumstance except for registered guide animals.

1.9 Wheelchairs, bicycles and pushchairs are not permitted inside Royston Cave.

### 2. Opening Times

2.1 Opening times and dates vary. See [roystoncave.co.uk/visit](http://roystoncave.co.uk/visit) for the most up to date opening times.

2.2 Tours last approximately 30 minutes. We reserve the right to amend the length of tours.

2.3 We reserve the right to alter our opening times or close Royston Cave completely, for security or public health and safety reasons, without prior notice.

### 3. Protection of Royston Cave

3.1 Royston Cave is a Grade I listed, scheduled monument and protected under law. It is a criminal offence to damage any part of Royston Cave.

3.2 Do not touch, or interfere in any way with, any part of Royston Cave including its walls, carvings or any other material.

3.3 You must stay behind the railings at all times.

3.4 Do not point or gesture towards the cave walls with sticks, poles, umbrellas or any other object.

3.5 You are not allowed to consume food or drink on-site. Any food or drink on your person must be covered and put away.

3.6 The burning of incense or candles, or emission of any other liquid, gas or aerosol in any way is strictly prohibited.

3.7 Smoking, including electronic cigarettes and vaping products, is prohibited.

## **4. Health and Safety**

- 4.1 Please take care as historic sites can be dangerous.
- 4.2 You enter Royston Cave at your own risk. We are not responsible for any accident or injury caused.
- 4.3 You must respect and obey all signage and barriers, and follow any instruction given by your guide.
- 4.4 Do not run in the cave or its access tunnel and do sit or climb on any railings.
- 4.5 Do not block or obstruct any entrances in any way.
- 4.6 Children in your care must not be left unattended or allowed to behave anti-socially.
- 4.7 If you are instructed to vacate the premises, for whatever reason, you must do so immediately.

## **5. Respect for Visitors and Staff**

- 5.1 Please respect our staff and other visitors.
- 5.2 When a tour is at full capacity, the cave can feel crowded. We ask you to be considerate of other visitors.
- 5.3 Aggression, violence or abuse towards our staff or other visitors will not be tolerated.
- 5.4 We reserve the right to refuse admission or eject you from the site for behaviour deemed inappropriate by our staff or if it is thought likely that you may cause risk, disturbance or annoyance to our visitors, staff or property.
- 5.5 Our guides are authorised to require you to comply with these regulations. Failure to cooperate with their directions may put you at risk of committing a criminal offence.

## **6. Personal Possessions**

- 6.1 There is no on-site storage or cloakroom facilities.
- 6.2 We are not responsible for the safety or condition of any personal possessions.
- 6.3 You must ensure any items in your possession do not cause any damage to Royston Cave.
- 6.4 You may not bring wheeled luggage or any bag with a size greater than 40 x 40 x 50 cm onto the premises.
- 6.5 You must not leave any of your property unattended. We reserve the right to have unattended property removed and/or destroyed without warning in the interests of safety and security.
- 6.6 You will not hold us liable if we remove or destroy any possessions that have been left unattended.
- 6.7 We may retain lost property for a period of 14 days or more.

## **7. Photography and Media**

- 7.1 Filming, recording and commercial photography inside Royston Cave, including its access tunnel, is strictly prohibited without prior written permission.
- 7.2 Photography is allowed for personal use only.
- 7.3 Personal photography is not licensed for publishing purposes.
- 7.4 You may not use flash, tripods, special lighting or other protruding camera equipment such as large lenses or selfie sticks.
- 7.5 You must adhere to all additional on-site photography signage and rules.

7.6 You must take photographs in a way that does not cause any inconvenience to other visitors or put the cave at risk.

7.7 You are welcome to draw and sketch in the cave but the use of wet media or large equipment such as easels and stools is prohibited.

Read our full Visitor Photography Policy at [roystoncave.co.uk/visit](http://roystoncave.co.uk/visit).

## **9. Comments and Feedback**

9.1 If you would like to comment, feedback or make a complaint you can:

**Email:** [info@roystoncave.co.uk](mailto:info@roystoncave.co.uk)

Write to: FAO/ Royston Cave, Royston  
Town Council, Town Hall, Melbourn Street,  
Royston, SG8 7DA

## **10. Amendments**

10.1 We reserve the right to amend our service provision, policies or visitor regulations at any time without prior notice. We recommend that you check our website for the latest visitor information before visiting.

**Updated: April 2023**