



GROUP VISITS WELCOME PACK

Proud to be part of



1. ON THE DAY OF YOUR VISIT

What to bring on the day

- Weather appropriate clothes to explore our outside areas.
- For young groups arriving on coaches, we also advise bringing at least one set of spare clothes in case someone gets travel sick.

Directions to Jodrell Bank.

Jodrell Bank Centre for Engagement lies 20 miles south of Manchester on the A535 between Junctions 17 and 18 of the M6 motorway. The postcode of the site is SK11 9DL if you would like to use Sat Nav.

Visitors driving from Manchester should follow the A34 through Wilmslow, bypassing Alderley Edge, and Alderley Park. At the junction with Bollington Lane turn right at the traffic lights and right at the second set of lights onto the A537 heading towards Knutsford. At the roundabout take the first exit onto the A535 sign posted Jodrell Bank and Holmes Chapel.

Visitors arriving along the M6 should leave the motorway at Junction 18, take the A54 into Holmes Chapel, and then the A535 (Signposted Chelford). Alternatively, if arriving from the South, follow the A50 from Newcastle-under-Lyme, turning right on to the A535 at Holmes Chapel.

Arrival Instructions & Parking

Enter the site via the Bomish Lane entrance and follow the drive to the car park.

Coaches can park on the left-hand side of the car park, along the green fence line (signposted as coach parking).

Upon arrival, please gather your group and head over to the Ticket Booths, to sign-in your group.

Phone free zone

Jodrell Bank is a live radio observatory. Mobile phones interfere with our radio telescopes, which are in use 24 hours a day. We therefore operate a radio-quiet policy and require that all visitors set their phones to flight mode or switch them off.

During a visit:

- Mobile phones must not be used on site for calls, texts, internet, Bluetooth, or other wireless communication.
- Mobile phones must not be left switched on, unless they are on flight mode.
- If you may need to be contacted during the day, please give out our main reception line: 01477 571 766. Our staff will then relay the message to you.
- If you need to make a call during your visit, you are welcome to use one of our landlines; simply ask a member of our staff.
- You are welcome to use your mobile to take photos; provided it is set to flight mode.

Accessibility

Jodrell Bank has been designed to be accessible to all. We try our best to meet all requirements, so if you have a query, please contact us at jodrellaccessibility@manchester.ac.uk

For those with limited mobility and wheelchair users:

- All our buildings are fully accessible.
- Accessible toilet facilities are available in all buildings.
- Exhibition areas and interactive displays cater for wheelchair users.
- Sessions are fully accessible.

For those who are deaf and hard of hearing:

- Induction loops are fitted in exhibition and education spaces.
- All our video exhibits are subtitled.

For more information please visit [Accessibility Statement - Jodrell Bank](#)

Toilets

Toilets (including accessible facilities) are available in each of our buildings. Please note, the number of toilets in each building is limited; you may find it easier to split your group and visit different buildings.

Food and Drinks

We have two Cafes on site. However, only during busy periods (e.g., school holidays) will both cafes be open. For more information, please visit [Food and Drink - Jodrell Bank](#)

First Light Pavilion Café - This is a cashless café, only card payments are accepted.

Planet Pavilion Café –Cash and card payments accepted.

We ask large groups to split into smaller groups when coming into the café.

Gift Shop

Our gift shop is situated in the Planet Pavilion. We ask large groups to split into smaller groups of no more than 20 visitors before going into the gift shop. Young visitors must be accompanied by an adult when entering the shop.

Please note, our gift shop is usually busy from 13:30 to 14:00 Tuesday to Friday, as multiple schools will be leaving. We recommend visiting the shop outside of these times, to make your experience more enjoyable.

Film and Photography

You're welcome to document your experience via film and photography. If using a mobile phone, please make sure it's on flight mode. Remember you may be in an exhibition/gallery with other visitors who may not consent to being filmed or photographed.

It is not allowed to film or photograph our presenter-led sessions and Space Dome shows.

Smoking

All forms of smoking are prohibited within the Jodrell Bank Centre for Engagement. This applies to e-cigarettes.

Pets

Pets are not permitted at Jodrell Bank. Only assistance dogs are allowed within the premises or on the grounds of Jodrell Bank. For more information about accredited assistant dogs please visit [Visitor FAQs - Jodrell Bank](#)

Vehicles and Remote-Control Devices

To protect the safety of people and our scientific work we do not allow vehicles or remote-controlled devices on site. This includes hoverboards, skateboards, cycles, scooters, and ride on toys, etc. Devices such as drones, model aircraft, etc., are also not permitted.

2. WHAT'S ON SITE?

Jodrell Bank is situated in the heart of Cheshire. It is a stunning green site surrounded by farmland and with an abundance of wildlife. There are numerous Pavilions to discover, alongside a range of outdoor exhibits and pathways to explore.

At the heart of Jodrell Bank is the giant Lovell telescope, which has been doing world-class radio astronomy since 1957.



Please note:

- We will be open to the public during your visit and your group will be sharing our exhibition spaces with members of the public and school groups.
- The Lovell telescope is sometimes undergoing maintenance from our engineers during the day; during these times it will not be observing or moving.
- Visitors are not allowed into the observatory building or up the Lovell telescope. The observatory is a working environment, and the Lovell telescope is in use 24 hours a day, 365 days a year.

You can download our site map from [JODRELL SITE MAP June 22 AW lo res \(jodrellbank.net\)](http://jodrellbank.net)

The First Light Pavilion

This is our newest building, containing exhibitions related to the heritage and history of Jodrell Bank, as well as the Space Dome. It contains the First Light Café and the 'Story of Jodrell Bank' exhibit.



The First Light Exhibition includes interactive displays, audio, and video about:

Ways of Seeing

- Building structures to understand the universe
- Why we use Radio Telescopes
- Using different wavelengths of light

Bernard Lovell

- What experiences he had through his life that led him to Jodrell Bank
- His work on radar during the Second World War

The "Fairground"

- Jodrell Bank Experimental Station – Early Days of astronomical research at Jodrell Bank

Building a Giant Telescope

- The engineering and financial challenges

Telescopes at Work

- The work of the Radio Telescopes
- Space Tracking
- The Space Race
- Researchers at Jodrell Bank today

Beyond Science

- Jodrell Bank in culture

Panels of the original 1950s surface of the Lovell Telescope are integrated into the exhibition and can be touched and projected onto. One of the projections is the Universe Projection. A changing image of the view from our planet in radio waves.

The Planet Pavilion

This building contains the Planet Café, the Gift Shop, and an exhibition space with an orrery (a clockwork model of the moving Solar System).



The Star Pavilion

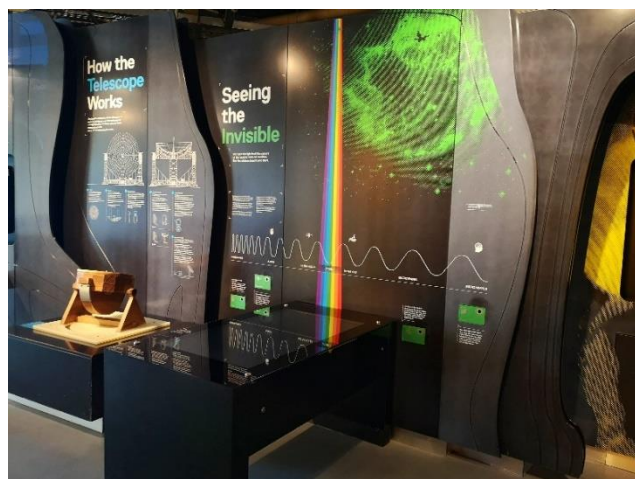
This building holds our events auditorium. There are no exhibitions in this building.

The Space Pavilion

This building contains our interactive Space exhibition.

The Space Pavilion exhibition includes:

- A live data feed from the Lovell telescope (please note, this is in the form of a data plot and not an image of what the telescope is 'seeing')
- A hands-on model of the Lovell telescope
- Interactive interviews with some of the scientists and engineers who work at Jodrell Bank
- An infrared thermal camera
- The gravity well; a hands-on model of a black hole
- The 'Big Bang cone' playing the 'sound' of the first 100 million years from real data
- A usable, see-through Newtonian telescope
- Information about the biggest telescopes around the world and some of the astonishing images they have created



Outside exhibits

Jodrell Bank has various outdoor exhibits and activities. Since this is outside, please bring weather appropriate clothes in case the weather is inclement.

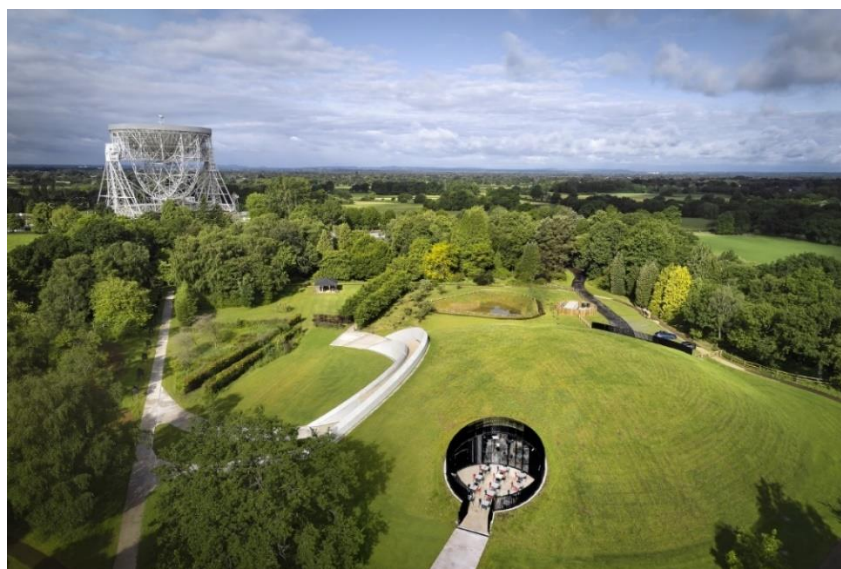
Our outdoor exhibits include:

- The Telescope Pathway: Follow the path around the base of the Lovell telescope. Information boards along the way tell the story of the construction of the Lovell telescope and provide information about some of the objects it observes.
- Outdoor interactive exhibits: Find out more about Jupiter's rotation, plus experiment with gravity just like Galileo!
- The Whispering Dishes: These demonstrate, using sound, how the curved shape of the Lovell telescope amplifies faint signals (please note the Lovell telescope is not actually detecting sound, but radio waves – a form of electromagnetic radiation, similar to light).
- Exhibition pathway.



Grounds and Woodlands

Jodrell Bank contains 35 acres of grounds and woodlands, which include two national collections. The grounds also include our outdoor Play Area. Please note that the grounds and woodlands are closed early during the winter months and that if the weather is severe (e.g., high winds) these areas will be closed all day.



3. HEALTH AND SAFETY

Code of Conduct

At Jodrell Bank Centre for Engagement, we support and empower diverse audiences and communities to participate in science, culture, and heritage. We aim to connect people with Jodrell Bank and with each other, and we understand the value of shared and inclusive experiences.

To provide our audiences with excellent service, remember that:

- Verbally abusive, harassing, discriminatory, undermining, or threatening statements or behaviour toward staff, volunteers or visitors are prohibited.
- The principles of diversity, inclusion, and equal access apply to all aspects of our operations, across all individuals.

Supervision and behaviour

Young visitors under the age of 18, should not be left unaccompanied during their visit. We ask adult group leaders to always remain with young visitors to ensure wellbeing and safety, and to supervise behaviour. Please note that schools/colleges/parents/other institutions remain responsible for young visitors whilst at Jodrell Bank.

Please make sure you have the correct adult-to-young visitor ratio. We recommend 1:6 for ages 4-7, 1:7 for ages 7-11, 1:10 for ages 11-16, 1:15 for ages 16-18. Please ensure any accompanying adults have the necessary experience and authority to supervise a group of children on a trip.

Before your visit, discuss appropriate conduct with young visitors. Any young visitor observed behaving dangerously will be challenged and if necessary, prevented from further participation in any activity.

Please be aware we operate CCTV on this site, and we reserve the right to charge visitors for any damage that is caused intentionally to our buildings, site, exhibits and fixtures and fittings.

Young visitors must be always accompanied by an adult. In the instance of a young visitor becoming separated from the group leaders, contact a member of staff. Brief your group that if they become separated, they should ask a uniformed member of staff for help and stay with them. Jodrell Bank staff are aware of safeguarding requirements when helping young people separated from their group. Ensure everyone is present before leaving the site.

Outdoors Spaces

Please remember that we share this site with an abundance of wildlife and carefully manage the grounds to cause minimal disturbance. This is why you will see wildflowers planting, regenerative works, and a large section of grass left unmown.

Our grounds also include several open ponds. We ask you therefore to be aware of the danger of open water, and of ice during colder spells. Ponds are not to play, and we kindly ask that children are always supervised.

Medical Emergency

If any of your group should require first aid, please contact a member of staff. There are first aiders on site during opening hours that can help. Our site is equipped with automatic defibrillators and a first aid room.

If individuals require medication remember to bring it and keep it with you throughout the day.

Please note, individuals with pacemakers, insulin pumps, or medical electrical devices, must not interact with the plasma ball in the Space Pavilion.

Fire and Evacuation

The Fire Alarm comprises of two alternating tones when activated.

In the event of a fire or other emergency please evacuate the building through the nearest fire exit. Please leave the building and go to the nearest assembly point.

Assembly points:

- First Light Pavilion Assembly Point: In front of **Golden Ticket Booths**
- Planet Pavilion: In front of **Golden Ticket Booths**
- Space Pavilion: In front of the **Lovell Telescope Fence.**
- Star Pavilion: In front of the **Lovell Telescope Fence.**

At the assembly point please take the register and report any missing persons to a member of Jodrell Bank staff. Staff will advise you when it is safe to return.

Please brief your group what to do in the event of an evacuation, before your visit.