

# Information & Guidelines for Student Group Visits

Thank you for choosing to visit Kilkenny Castle.

We look forward to welcoming you to the Castle and in the meantime, we have put this document together to help you plan and make the most from your trip to Kilkenny.

---

## *Visitor experience options*

---

### OPTION1 - NON – GUIDED VISIT.

- Approx. 35/40 minutes
- Staggered entry
- Maximum 45 pax including a minimum of 2 leaders

### OPTION 2 – GUIDED TOUR

- Approx. 45/50 minutes
- Maximum 20 pax including a minimum of 2 leaders

### **PLEASE NOTE:**

There are limited timeslots available to groups for both non-guided and guided tour option, these are allocated on a first come first served basis pending availability and must be confirmed prior to date of visit. If for some unforeseen circumstance we are unable to provide a guided tour a non-guided will be offered, and the relevant rates will apply.

Group leaders are not permitted to address the groups or conduct guided tours when booked for a non-guided visit Only OPW guides are permitted to conduct tours/talks in our period rooms.

---

## *Booking*

---

To enhance the quality and enjoyment of their visit, schools should consider visiting the Castle at a quieter time, namely Monday to Friday and outside the hours of 11am to 3pm

- Groups of 11 people or more must be pre-booked by contacting Kilkenny Castle Booking Office  
Tel: +353 56 7704106 / Email: [bookingskilkennycastle@opw.ie](mailto:bookingskilkennycastle@opw.ie)
- Availability permitting, the Castle will accommodate a maximum of 2 groups per school per day
- Each group must be supervised at all time while in the building by a minimum of 2 adults with at least one representative of the company.
- The guided tour option must be requested and confirmed prior to arrival date.
- All bookings must be confirmed by the schools a minimum of 5 days prior their visit.
- Booking is only considered confirmed when the backpack policy document is signed and returned to the booking office
- Late cancellations and no shows will affect future bookings

---

## Student Group Admission Rates 2025/2026

---

Non-guided visits	Rate
Adults aged 18 and over	€6
Children 17 and under	€4
Students (with valid student cards)	€4

Maximum of 2 adult leaders free of charge, all other adults / leaders will be charged student rates

Guided Tours	Rate
Adults aged 18 and over	€7.50
Children 17 and under	€6
Students (with valid student cards)	€6

Maximum of 2 adult leaders free of charge, all other adults / leaders will be charged student rates

- Payment is due on arrival.
- Methods of payment accepted are cash, all major credit cards and approved vouchers from the OPW Tour operator scheme.
- Digital vouchers will not be accepted and a hard copy must be presented on arrival
- To be included in the OPW voucher scheme please contact: [touropsaccounts@opw.ie](mailto:touropsaccounts@opw.ie)

---

## On Arrival

---

- If a group is running late, Castle staff must be informed as soon as possible. We will advise if it is possible to reschedule. We will endeavour to provide an alternative timeslot but only if capacity allows. It may be a different visiting option that the one originally booked.
- Groups must be ready to start the visit at their allocated timeslot.
- A school staff member must go to our Ticket Desk to check in and pay at least 15 minutes before their allocated timeslot. Our ticket desk is located under our arch in the courtyard. Allow time queue and to process payment.
- The group must stay in the Courtyard, away from the Front Door as not to block access to the Castle's main entrance. This area is part of the Emergency evacuation route.
- A Kilkenny Castle staff will collect the group and its leader(s) from the Courtyard and will let them in the building when appropriate. Please be aware that our queuing system is outdoors.

---

## Visiting Guidelines

---

- In the interest of Health & Safety on site, and to ensure the best possible experience for all our visitors, group leaders and students must abide by the Castle Staff's instructions at all time.
- The 35/45 minutes timeline of the non-guided visit is to be respected (as per Terms & Conditions of the OPW Tour Operator Scheme)
- All group leaders & teachers must be clearly identifiable
- As part of the OPW Child Protection Policy persons under 18 must be accompanied by an adult at all times in the Castle (including toilet facilities, Tea-Room and Medieval Room) and when on Castle's grounds.
- Group leaders are not permitted to gather and formally address their groups in the castle if booked under a non-guided visit option
- Photographs are permitted for private and personal purposes only, however flash photography is not allowed. No Video recording on guided tour.

**Groups are admitted under the responsibility of the designated school staff member who will ensure that the following are respected throughout the visit:**

- No littering in the Castle and the Park
- No food and drink other than water in the Castle
- No E-cigarettes inside the Castle
- No unruly behaviour
- No interference of safety equipment (fire extinguishers, manual call-points and hose-reels)
- No obstruction of any emergency evacuation routes in and outside the castle.
- No touching of any items of the collection
- No entering of any restricted / roped off area
- No excessive noise as it may cause inconvenience to other visitors and staff. If availing of our free audio guide, students must use their own headphones.
- No blocking of any area on the tour route as well as the ticket desk as it may cause inconvenience to other visitors and staff

### PLEASE NOTE:

Kilkenny Castle & Park reserve the right to close fully or partially to the public at short notice for operational reasons. Although we will endeavour to update our social media and contact booked groups, it is the responsibility of the group to check that the site is open for business prior to arrival.

Please refer to our website [www.kilkenny castle.ie](http://www.kilkenny castle.ie) or telephone +353 56 7704100 before your visit to avoid disappointment.

**The OPW reserves the right to withdraw services to anyone who engages in abusive behaviour towards our staff and/or visitors.**

**OPW staff will treat all customers with respect and dignity and our customers are requested to treat staff and other visitors in a similar manner**

**Failure to comply with our T&C will result in services being withdrawn and future bookings cancelled.**

---

## General information

---

### Accessibility:

Parts of the Castle may not be suitable for people with limited mobility; information on accessibility is available on <https://www.kilkennycastle.ie/about/accessibility/>

If you have any concerns or questions please contact us before visiting [bookingskilkennycastle@opw.ie](mailto:bookingskilkennycastle@opw.ie)

### Parking:

Kilkenny Castle is located in the centre of the Kilkenny. Coach parking is available on the eastern side of the Castle Road leading up to the Castle ([52.649139, -7.247583 – Map](#)). At peak times, there is an overflow coach parking area located at the south side of Larchfield ([52.644083, -7.245333 – Map](#)) Coach Parking is also available at the Abbey Quarter

There is limited street parking near the Castle, for more information visit:

[http://visitkilkenny.ie/parking\\_in\\_kilkenny](http://visitkilkenny.ie/parking_in_kilkenny)

### On site

- Please note that our toilet facilities on site are limited and for ticket holders only. Public toilets are also available on the Parade Plaza.
- Although there are no indoor spaces of Kilkenny Castle that can be used as picnic areas, picnic benches and tables are available throughout the Castle Park. Bins are also provided for any litter left by the groups.

### Backpack Policy:

- Bookings are only confirmed when our backpack policy is signed and returned
- Groups will not be permitted to visit the period rooms with backpacks.

Please note there is no storage facilities on site for groups.

### Further information:

For useful information on OPW Heritage sites: <http://www.heritageireland.ie/en/>

For useful information on Kilkenny city and county: <https://visitkilkenny.ie/>

For useful information on Kilkenny Castle: <https://www.kilkennycastle.ie/>

A major programme of conservation, maintenance and upgrade works will take place in the course of 2026 at Kilkenny Castle & Park. Although we will endeavour to minimise the impact to our visitors and their visiting experience, it may cause disruption to the access and tour route of Kilkenny Castle. These future-proofing works will improve Kilkenny Castle offerings for all our visitors and as valued industry partners we ask for your cooperation, patience and understanding.

**All at the Castle thank you again for taking the time to read our guidelines. We look forward to working with you this year. Please do not hesitate to contact us if there is anything that you would like to discuss or if you need any clarification.**