

- THE -  
**SHELL  
GROTTO**  
MARGATE

## Visitor Regulations

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

These regulations are for the safety, wellbeing and security of our visitors, staff and property. There is no public right of entry into the Shell Grotto. The Grotto is Grade I listed and it's our collective responsibility to look after it. 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.

Updated: Feb 2024

### 1. Admission

- 1.1 Entry to the Shell Grotto is by ticket only.
- 1.2 Entry is non-refundable and non-exchangeable.
- 1.3 Children under 16 must be accompanied by an adult.
- 1.4 Student tickets are available upon proof of valid student I.D from a recognised or listed educational organisation.
- 1.5 Animals are not permitted into the Shell Grotto except for registered assistance dogs.
- 1.6 Wheelchairs, bicycles and pushchairs are not permitted inside the Shell Grotto.

### 2. Opening Times

- 2.1 Opening times and dates vary. Visit [www.shellgrotto.co.uk/visit](http://www.shellgrotto.co.uk/visit) for the most up-to-date information.
- 2.2 We reserve the right to alter our opening times or close the Shell Grotto completely without prior notice for security or health and safety reasons.

### 3. Protection of the Shell Grotto

- 3.1 The Shell Grotto is Grade I listed and protected under law. It is a criminal offence to damage any part of it.
- 3.2 You must not touch or interfere with any part of the Grotto in any way.
- 3.3 Do not point or gesture towards the Grotto walls with sticks, poles, umbrellas or any other object.
- 3.4 You are not permitted to take backpacks or large bags into the Grotto. Backpacks must be left with staff at reception.
- 3.5 You are not permitted to consume food or drink in the Grotto. 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 prohibited.
- 3.7 Smoking, including electronic cigarettes and vaping products, is prohibited.

### 4. Health and Safety

- 4.1 You enter the Shell Grotto at your own risk. We are not responsible for any accident or injury caused.
- 4.2 You must respect and obey all signage and barriers, and follow any instruction given by staff.
- 4.3 Do not run in the Grotto.
- 4.4 Do not block or obstruct any entrances in any way.
- 4.5 Children in your care must not be left unattended or allowed to behave anti-socially.
- 4.6 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 visitors. Aggression, violence or abuse towards our staff or visitors will not be tolerated.
- 5.2 When the Grotto is at full capacity, it can feel crowded. Please be considerate of other visitors.
- 5.3 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.
- 5.4 Our staff 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 Backpacks and large bags must be left at reception.
- 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 the Shell Grotto.
- 6.4 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.
- 6.5 We may retain lost property for a period of 14 days, after which time it will be disposed of.
- 6.6 You will not hold us liable if we remove or destroy any possessions that have been left unattended.

## **7. Photography and Media**

- 7.1 Commercial photography, filming and recording inside the Shell Grotto is strictly prohibited without prior written permission.
- 7.2 Photography, filming and recording is permitted 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 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 Grotto at risk.
- 7.7 You are welcome to draw and sketch in the Grotto but the use of wet media or large equipment such as easels and stools is prohibited.
- 7.8 Read our full Visitor Photography Policy [www.shellgrotto.co.uk/visit](http://www.shellgrotto.co.uk/visit).

## **8. Comments and Feedback**

- 8.1 If you would like to comment, feedback or make a complaint, please email [info@shellgrotto.co.uk](mailto:info@shellgrotto.co.uk).

## **9. Amendments**

- 9.1 We reserve the right to amend our services, policies or regulations at any time without prior notice. Check our website for the latest visitor information before visiting: [www.shellgrotto.co.uk](http://www.shellgrotto.co.uk).