



Kenilworth Town Council

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KENILWORTH CASTLE

RESIDENTS' ENTRANCE PASS SCHEME

Date of Approval – 18/06/2020

Introduction and Concept.

In 1937, Lord Kenilworth, whilst retaining the Freehold of the Castle, made it over to the Government for its care and maintenance. He thus gave the beneficial use of the Castle to the nation. He later gave the Freehold of the Castle to the people of Kenilworth; in recognition of this, residents have been granted free entrance during normal business hours.

However, since administering the scheme must be self -financing, a fee is charged to specifically cover this cost.

The full administration charge is currently £5.

Current Scheme.

Kenilworth Town Council last reviewed and updated the scheme in April 2022.

The new system replaces the old style paper applications and laminated pass to include online applications and the issue of a new credit card style pass. The new system will be introduced from 1 June 2022.

Review, Updates and Eligibility.

- a. The scheme is reviewed at least annually.

b. No changes to the Pass conditions of issue and usage have occurred since the inception of the revised scheme, although the detail of the application form is updated as required to cater for changing circumstances.

c. Resident eligibility was affected by the change in boundaries in May 2007, which, overall, slightly reduced the total number of persons entitled as at the operative date.

Applications.

An application is required in single copy from each resident who falls within the terms and conditions. These forms are to be completed online by visiting our website at www.kenilworthweb.co.uk/information/castle-pass. For a period of one year between 1 June 2022 and 31 May 2023 paper application forms will remain available and may be obtained from the Castle main entrance facility, Warwickshire Direct - Kenilworth (Kenilworth Library) and the Town Council offices.

Terms and Conditions of Issue.

1. Only those residing at an address/property where the Council Tax precept is eligible to be paid to Kenilworth Town Council are entitled to a Kenilworth Castle Resident's Pass.
2. The Kenilworth Castle Resident's Pass allows free entry into the Castle during normal opening hours only.
3. Subject to any exclusions specified by English Heritage, the Pass also entitles the holder to admission to English Heritage Events at Kenilworth Castle at a reduced rate.
4. The pass must be shown on *every* occasion that the holder visits Kenilworth Castle.
5. Failure to produce the pass will result in the resident being charged the appropriate admission price without exception.
6. Children aged 15 and under are entitled to free entry with an adult pass holder (subject to a maximum of six children per supervising adult). No passes will be issued for children 15 years of age or less.
7. Applicants may be required to provide proof of age before a Pass is issued.
8. Children under 16 years of age must be supervised by an adult at all times whilst on site.
9. The pass is valid for ten years.
10. If the pass becomes damaged or is lost, the full administration charge will be levied for a replacement. The Town Council should be notified immediately if a pass is lost.

11. The pass is only valid whilst the holder is a resident of Kenilworth and proof of residence may be required before a pass is issued. If the holder moves away from the town, they must return the pass to Kenilworth Town Council.

12. English Heritage and Kenilworth Town Council reserve the right to revoke a pass if it is misused (including loaning pass to a third party).

13. If assistance is required in completing the form, applicants or their carers (for whom special arrangements are available without charge when requested in conjunction with English Heritage) should refer to Kenilworth Town Council (Tel 01926 859155) or Email: kentc@kenilworth.org).

14. The pass system is administered by Kenilworth Town Council. Holders' names, addresses, pass number and expiry date will be retained on a computer-based file for administrative purposes only and will not be disclosed to third parties. English Heritage has no access to these details, although they will be advised of basic details where a pass is reported lost or stolen. Any instance of suspected misuse will be reported to Kenilworth Town Council for investigation and action.

Submission of Applications Online.

Online applicants for a resident's pass are required to:

1. Read the terms and conditions carefully. By applying for a pass they are confirming that they are eligible and that they agree to the terms of issue.
2. Complete an online application form in single copy for each applicant.
3. Submit the completed form ensuring all requested attachments have been included.
4. Ensure prompt online payment when requested to cover the £5 contribution towards the cost of **each** pass. Please note the application will not proceed until the relevant fee has been paid.
4. Subject to verification and resolution of any queries and the receipt of payment, the pass will normally be despatched to the applicant through the Royal Mail within ten working days.

Submission of Applications in Paper form

Paper applicants for a resident's pass are required to:

1. Read the terms and conditions carefully. By applying for a pass they are confirming that they are eligible and that they agree to the terms of issue.
2. Complete an application form in single copy for each applicant
3. Return the entire form and enclose:

- a. A UK passport size/standard (44 mm x 35 mm) photograph with the applicant's name and initials in biro/pencil on the reverse.
 - b. A cash payment covering the £5 contribution towards the cost of **each** pass.
4. Submit the completed form and attachments in the envelope provided, to: Residents' Pass Applications, Kenilworth Town Council, Jubilee House, Smalley Place, Kenilworth, CV8 1QG. If sent to the Council through the Royal Mail, full postage must be prepaid.
5. Subject to verification and resolution of any queries, the pass will normally be despatched to the applicant through the Royal Mail within ten working days.

Car Parking.

English Heritage operates the car park at the Brayes site, for which parking charges apply.

Parking will be free only to English Heritage Members. Castle Pass holders will not be refunded. The all-day charging fee is currently £3 and charges apply from 10am – 6pm. However, the car park will be available from 5am.

This scheme is not administered by the Town Council and any queries must be directed to English Heritage.

Boxing Day.

When the Castle Grounds (not the full facilities) are opened on Boxing Day (or equivalent Public Holiday) under Town Council auspices, entry is free to all and Residents' Passes are not required.
