



ON THE DAY

SCHOOL TRIP PLANNING GUIDE

Everything you need on the day of your school trip to
The Official Paddington Bear™ Experience

ON THE DAY

Thank you for your interest in The Official Paddington Bear™ Experience.

In this guide, you'll find out everything you need on the day of your school trip to the Experience.

Please also see our accompanying **“Planning Your Trip”** and **“Information For Your Risk Assessment”** guides for more information. You can download these on the schools page on our website, or by requesting them from our Schools Team.

HAVE A QUESTION?

We're here to provide you with everything you need. Email us to find out more or ask a question.

schools@paddingtonbearexperience.com

<https://paddingtonbearexperience.com/schools/>



Image: © The Official Paddington Bear™ Experience. P&Co. Ltd./SC 2026

SCHOOL TRIP PLANNING GUIDE

GETTING TO THE VENUE

Where is The Official Paddington Bear™ Experience?

We're based alongside The London Eye at Riverside Building, County Hall located in between Westminster Bridge and Waterloo station.

What's the address of the venue?

Riverside Building, County Hall, Westminster Bridge Road, London, SE1 7PB

How do I get there?

Coach

The nearest coach bay is just around the corner from the experience at Belvedere Road, Waterloo, SE1 7BP. Please note, this bay can only be used for pick-up and drop off, not parking. Please leave as much time as possible to account for any delays you may encounter navigating through London. For more information on coach parking please visit Transport for London's Coach Information page.

Train

The nearest train stations are:

- Waterloo
- Waterloo East

Tube

The nearest London Underground stations are:

- Waterloo
- Westminster
- Embankment

Bus

1, 11, 12, 59, 68, 76, 77, 139, 148, 159, 172, 176, 188, 211, 243, 341, 381, 453 and C10 bus routes are within walking distance to us.

Boat

The nearest piers are:

- Embankment Pier
- Westminster Pier

SCHOOL TRIP PLANNING GUIDE

ARRIVING AT THE VENUE

When should we arrive?

We recommend arriving at least 20 minutes before your time slot.

What happens if I'm running late?

If you arrive late, the box office team cannot guarantee entry to latecomers. But the box office will do all they can to accommodate you if you do arrive late. If you are running late, please call our Box Office team as early as possible on **+44 20 4592 8671**.

Where should we go when we arrive?

Please head to the main entrance on Queen's Walk alongside the River Thames. Our staff will then welcome you and your pupils to the Experience.

Is there security at the venue?

Yes, bag searches will be in operation upon arrival by the security or front of house team.

What's the maximum size of each group?

There is a maximum of 30 people per group (including both pupils and teachers). If your group is larger than this, you will be split into multiple groups and time slots. Our schools team will advise you on this when you are booking. Please note, if you are booking for more than 30 people you must split your group into the numbers agreed by the Schools team, before arriving, to ensure prompt entry into the Experience.

What's the required adult-to-pupil ratio?

We require at least 1 adult to every 5 Primary-aged pupils (up to Year 6) and at least 1 adult to every 9 Secondary-aged pupils (Year 7+). However, this will depend on the age and needs of your group.

Are there toilets?

Toilets, including accessible toilets, are available at the start of your experience in Paddington Station. There are no toilets as you go through the experience. There are however, further toilets at the end of experience in Windsor Gardens. Prompt arrival for your time slot will ensure your school has enough time to use the toilets before boarding your trains.

Is there somewhere to store bags and coats?

Yes! We have an area to store bags and coats belonging to you and your pupils whilst you are in the Experience. Please allow time before your time slot to store these.

SCHOOL TRIP PLANNING GUIDE DURING THE TRIP

What's the running time?

The experience lasts approximately 70 minutes, from your ticket start time. You and your pupils are then welcome to stay and enjoy the Marmalade Day celebrations, games and treats in Windsor Gardens at the end of the experience.

Is there food and drink available?

We are sorry but only food and drink purchased in The Paddington Bear™ Experience can be consumed in Windsor Gardens. You and your pupils can purchase a range of themed food and beverages – including the iconic marmalade sandwich – toward the end of the experience or in advance by speaking to our schools team.

Is there a place we can eat a packed lunch?

To keep all of our guests safe, we kindly ask that no external food is consumed on the premises. This helps us to maintain a fully allergen controlled environment for everyone.

Can I buy merchandise?

Yes, Gruber's Antiques, at the start and the end of the experience can be explored for a range of stationery, exclusive Paddington Merchandise, arts, crafts and souvenirs.

What payment methods do you accept?

We are a fully cashless venue. We welcome all types of card payment in our Grubers's Antique Gift Shop and Café at No 33 Windsor Gardens.

Can I take photographs inside the experience?

Photography and filming is permitted throughout the experience. However, please do not use flash photography. Your school will also have the opportunity to have their photo taken in Paddington Station and down in Windsor Gardens, celebrating Marmalade Day with a very special guest.... as individual pupils or classes.

Is there a First Aider on-site?

Yes, there is a qualified first aider at the venue at all times.

Can I use the teaching resources and activity packs at the Experience?

The interactive nature of this trip means your pupils will not have the opportunity to use our accompanying resources or activity packs during the Experience. However, they can use them at the end in Windsor Gardens. If you wish to do this, please bring the printed resources, plus pens, pencils, etc. with you.

SCHOOL TRIP PLANNING GUIDE
**ACCESSIBILITY AND CONSIDERATIONS
FOR CHILDREN WITH SEND**

Is the experience suitable for children with SEND?

The Official Paddington Bear™ Experience is highly sensory, however, we offer a limited number of sensory backpacks which must be booked in advance. Please speak to our schools team for more information.

Where can I find your accessibility information?

Full accessibility information can be found on the website below, which includes an Accessibility Guide which details the different parts of the journey. Our Team is also on hand to make your visit as accessible as possible. If you have any questions or want to discuss your pupils' needs, please email schools@paddingtonbearexperience.com.

<https://paddingtonbearexperience.com/accessibility-info/>



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THE OFFICIAL
**PADDINGTON
BEAR™**
EXPERIENCE

SCHOOL TRIP PLANNING GUIDE
MORE INFORMATION

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