



THE POPPY FACTORY

getting you back to work

Guidance Notes for Tour Organisers

Contents	Page
Address	3
Introduction	3
Background	4
The Present	4
Booking a Tour	5
What we need from you	5
What you can expect	7
Visitor Group entrance and parking	7
Car Parks	8
Public Transport	8
Donations	8
Refreshments	9
Tour Booking Confirmation Form	10
Lunch Booking Confirmation Form	11
Menu Options	12

Please ensure you read the whole of this guide prior to arrival.

Address:

The Poppy Factory
20 Petersham Road
Richmond
Surrey
TW10 6UR

Website: www.poppyfactory.org

Tel: 020 8940 3305

Email: admin@poppyfactory.org

Fax: 020 8332 1205

About your tour:

We warmly welcome visitor groups between 10 – 35 persons on pre-arranged tours of The Poppy Factory where you will learn all about our work and the importance of remembrance.

On your tour you will enjoy a fascinating presentation and introductory film about the factory and its history. You will then move through to our museum area where you get to make a poppy and see some of the wreaths and poppies we have made throughout history.

Following this you will walk along our royal corridor and see wreaths made for the Royal Family, as well as photos from their visits throughout the years. Before heading back to our gift shop you will see the machines that cut out millions of poppies that are then pieced together carefully by our staff.

Tours are free of charge but donations are gratefully received.

Background:

The Poppy Factory was established in 1922 as an independent charity to provide employment for disabled servicemen after the First World War. The work consisted of making the poppies, crosses and wreaths for the annual Remembrancetide. 90 years on, we remain an independent charity and our aim - to enable wounded, injured and sick ex-Service men and women in finding paid, meaningful civilian employment – also remains the same.

We continue to make remembrance poppies, crosses and wreaths and every November the annual Field of Remembrance at Westminster Abbey is organised and run by The Poppy Factory.

The Present:

Over the last 90 years our work has evolved and we have significantly adapted the services we provide. We have a long-established relationship with The Royal British Legion and are proud to supply the poppies, crosses and wreaths for the annual Remembrancetide. We are also, however, an independent charity in our own right.

Whilst the factory continues to provide employment for wounded, injured or sick ex-Service men and women and disabled dependants, we are also mindful of those veterans who do not live within the Borough of Richmond or its surrounding areas. We therefore also now reach much further beyond the factory by working with wounded, injured or long term sick ex-Service men and women to help them understand their career aspirations and develop the tools, skill, knowledge and confidence to achieve their professional ambitions and get them back into work around the UK. We also work with employers, to source employment opportunities and remove any barriers preventing wounded, injured or sick ex-Service men and women from gaining work.

Booking a Tour:

To book a tour please call us on 020 8940 3305 or email admin@poppyfactory.org

We will then tell you whether the date you have requested is available and make a provisional booking for you. We do ask that you return the form at the end of this document to confirm your booking. We can arrange a morning or an afternoon tour from Monday to Thursday. Morning tours start at 10.30 and afternoon tours start at 14.00¹. The tour takes approximately two hours in total. We welcome groups of all ages including school groups, Scout and Guide groups (above age 6 years). Presentations are adapted to suit younger audiences.

What we need from you:

When you book your tour we will need to know the following:

- The number of people in the tour party.
- The name of your group and the group leaders contact details, including a mobile number for the day.
- Any information about the group that you feel relevant to your visit.
- Any information about special requirements you have. Please note, The Poppy Factory is fully accessible for disabled visitors but we regret we do not provide wheelchairs for visitors to use on site.

¹ Please note that if your group has booked lunch at The Poppy Factory this is served at 13:15 with your tour commencing at 14:00. Details are on Page 9.

When you arrive, please let your tour guide know what time your return transport is arranged for or if you have any other pre-arranged appointments, so that we can be sure you are finished in time. Please also ensure that you have a contact number for your coach driver (if relevant) in case of emergency.

We kindly request that members of the tour party support other members who are less able.

Prior to arrival, you might find it helpful to make these notes available to other members on the tour party – if travelling by coach you might find it useful to use the coach intercom system to do this to ensure that members of the group can make the most of the tour.

Please note that we are a working factory. In order to maintain a safe environment for visitors and our workers, tours may not access certain parts of the factory production area. It is essential that the tour party follow the instructions of the Tour Guides at all times and do not enter restricted areas.

Please be advised that we are unable to accommodate your group until 15 mins before your tour or lunch so please do not arrive before this time. If you arrive in Richmond earlier than expected there are a number of nearby cafés, gardens and shops for you to enjoy, which are located only a few minutes away

What you can expect:

The tour guide will begin a presentation in our show-room which will cover the history of the poppy as the national symbol of remembrance, the heritage of The Poppy Factory and will tell you how we continue our founder's vision today by supporting wounded, injured and sick ex-Service men and women into civilian employment within their own communities.

After your presentation (which includes video films and historical artefacts) you will experience the factory tour and be shown how the poppies, crosses and wreaths are made. At the end of the tour, you can purchase a selection of souvenirs such as Poppy china, jewellery and other giftware from our show-room area. We have a different collection of items to those sold within The Royal British Legion Poppy Shop (www.poppysshop.org) and would not wish to cause disappointment if you are looking for a specific product from the Royal British Legion Poppy Shop. **We can accept cash and card payments in our gift shop.**

Please note that we operate a 'No Smoking' policy within the Factory and visitors are requested to refrain from smoking during their visit.

Photography is not permitted inside the factory.

Visitor group entrance and parking:

The Factory entrance is on the Petersham Road opposite the Hobart Hall Hotel just a few hundred yards from Richmond Bridge. **Unfortunately we are unable to offer parking for individual cars or coaches** but passengers can be set down at the entrance to our car park.

Parking information is overleaf.

Car Parks:

Pay & Display coach and car parking facilities are available at The Old Deer Park, Richmond (TW9 2RA); approx. 15 minutes' walk from the Factory and accessible from the A316. There are also NCP Car Parks available in Richmond town centre (approx. 10 minutes' walk from the factory).

Public Transport:

The Factory is 15 minutes' walk from Richmond Station, or 5 minutes by No. 65 bus (towards Kingston) from outside the station. The station is on the District Line or via main line from Waterloo Station. The no. 65 bus also runs from Kingston bus terminal to Petersham Road with a bus stop just by the Factory entrance.

Donations:

Visits to The Poppy Factory are *free of charge* but we rely on the generosity of our supporters to ensure that we can help more wounded, injured and sick veterans back into employment. We are very grateful for any donations you are able to make.

If you wish to support us, you can make cheques payable to The Royal British Legion Poppy Factory; you can give cash donations to your tour guide or the Fundraising team within the factory; or you can make donations online via our website:

<http://www.justgiving.com/rblpoppyfactory/Donate>

Become a Friend of The Poppy Factory:

If you have enjoyed your visit, we would very much like you to become a "Friend" of The Poppy Factory; please ask for a leaflet about this at the end of your tour.

Refreshments:

If you are not having lunch before your tour you will be provided with complimentary hot drinks and biscuits upon arrival (for younger visitors we can provide squash).

Lunch is available at 1.15pm in our staff canteen; please be aware that **we are only able to provide lunch for our afternoon tours²** and lunches must be reserved in advance.

To make a lunch booking, please complete and return the enclosed lunch booking form with your tour confirmation form. Please ensure that you have already discussed your lunch request with Accent Catering first, contact details can be found on the lunch booking form overleaf.

All cheques in payment for meals must be made payable to Accent Catering Services Ltd and must be received at least 28 days in advance. We regret that we are unable to guarantee your lunch booking until we have received your cheque, so do try and ensure all payments are received as soon as possible.

We regret payments are non-refundable unless we are unable to accept your lunch booking. If you require a receipt for your payment, please send a stamped address envelope.

We look forward to welcoming you.

Thank you.

² We are unable to provide space for our morning visitors to eat packed lunches after their tour.

TOUR BOOKING CONFIRMATION FORM

(To be returned at least 30 days before your visit)

Date of Tour:

Name of Group:

Morning/Afternoon Tour (please circle)

If Afternoon tour: With Lunch / Without Lunch (please circle)

The number of visitors in our group will be:

(Minimum 10/Maximum 35)

Number of visitors using wheelchairs
or needing special requirements:

Tour Organiser's Name (please print):

Contact Tel. Number:

Mobile Number (for the day of visit):

Email Address:

Postal address:

Signed:

Date:

Please detach and return this booking form to The Poppy
Factory, 20 Petersham Road, Richmond, Surrey TW10 6UR.

Please tick here to confirm that you have read the guidance notes and the
requirement to comply with the procedures in place to ensure the safety of
visitors

Please tick here to confirm that you are aware of your tour's start time

LUNCH CONFIRMATION FORM

(To be returned at least 28 days before your visit)

Date of Tour:

Name of Group:

Morning/Afternoon Tour (please circle)

Total number in group:

Please select **one meat option** and **one vegetarian option** for your group from the menu overleaf.

Alternatively the entire group can have the **light lunch option** or we can provide it to those who do not want the meat or vegetarian option.

If there are any food allergies or special dietary requirements, please write these below:

Meat Option choice: _____

Number of portions: _____

Vegetarian Option choice: _____

Number for portions: _____

Number of Light Lunch portions: _____

Signed:

Date:

Print Name:

Contact Tel No:

PLEASE NOTE: Our kitchen can only provide one meat option and one vegetarian option on the day of your visit. For example: we cannot provide Cumberland Sausages & Beef Lasagne on the same visit. Apologies for any inconvenience.

Meat Options (£9.50 per person):

A: Cumberland Sausages in red onion gravy served with creamy mash, peas and glazed carrots (*contains Gluten, Sulphur Dioxide, Milk*)

B: Sustainable source scampi served with chips, peas, tartare sauce and lemon wedge (*contains Gluten, Crustacean*)

C: Chicken tikka served with pilau rice, poppadum and mango chutney

D: Beef lasagne served with garlic bread and mixed salad (*contains Gluten, Milk, Egg, Soya*)

Vegetarian Options (£9.50 per person):

A: Vegetarian jalfrezi served with pilau rice, poppadum and mango chutney

B: Mushroom and spinach parcel served with creamy mash, peas and glazed carrots (*contains Milk, Gluten, Egg*)

C: Mediterranean roast vegetables lasagne served with garlic bread and mixed salad (*contains Gluten, Milk, Egg, Soya*)

Light lunch option (£6.00 per person):

Tomato and basil soup served with a rosemary focaccia (*contains Gluten, Milk*)

All are served with chef's special dessert of the day