

Guiding

For a number of years groups have visited The Alnwick Garden from tour/coach operators, cruise companies, various clubs/associations etc. As part of their visit the majority have pre booked a guided tour of The Garden escorted by a Volunteer Guide, who in turn goes into more detail than those that host. Groups come in a variety of sizes and each guide is generally allocated up to 15 people per tour.

The role of a Guide

- To provide a warm welcome to each group upon arrival at The Garden.
- Before setting off on a tour you will give your group a brief resume of The Garden's history, the layout and explain what they will see during their stay. A set of Garden fact sheets will be provided to assist during guided tours.
- Depending on time restraints, you will need to assess what can be seen on a particular tour, a full tour takes around one and a half hours.
- When on duty you should contact a member of The Garden Staff or Duty Manager regarding any Health and Safety issues, accidents, non-operation of facilities or any another matters.

Points of contact

- Gill Parker is the Guides coordinator in The Alnwick Garden.

Your commitment to The Alnwick Garden

- Guides, in line with all volunteers, are expected to commit to 48 hours per annum (an average of 4 hours per month). To make up the desired hours Guides generally combine this role with Hosting.

General

- On arrival at The Alnwick Garden you must sign in at the time you start your volunteering session, likewise you must sign out at the end of each working session.
- An Alnwick Garden lanyard with an identity badge will be provided, this must be worn at all times when on duty.

Training

- Once your application has been accepted you will join us on a three month probationary period, during this time you will be provided with training working alongside one of our regular volunteers.

Benefits

- After your three months probationary period, you will be offered a range of benefits, details of which will be provided at a later date.

Testimonial

Hi my name is Peter - after spending the majority of my working life in the travel industry, including travel agents, an airline and tour operating I retired in 2008 and moved from Yorkshire with my wife to Northumberland in 2011.

Having spent many a happy holiday in Northumberland, it was the friendliness of the North East folk, the coastal and inland beauty that attracted us to put down our roots here and I am pleased to say we have never looked back since.

Before settling here, The Alnwick Garden was somewhere that I always admired and when the opportunity arose to become a volunteer I was over the moon, I get so much pleasure and satisfaction from being a guide and host.

During my time as a volunteer I have met so many wonderful people from around the globe and it's so satisfying to be of service to them as individuals and those visiting within a group.

Working with like minded volunteers is great fun and extremely satisfying, we're not all doing the same role, however, we all have one aim, visitor satisfaction. Being a volunteer at The Alnwick Garden is a brilliant experience, something I would strongly recommend to anyone.

Peter Raynor