



Group Visits to Ashwood Nurseries & John's Private Garden

Frequently Asked Questions

BOOKING A TOUR

What types of tours are available?

Tour Type	Availability	Minimum Group No.
Self-guided with brief introduction Duration: 1 hour minimum	Weekdays all year round	25
Self-guided with brief introduction (off peak) Duration: 1 hour minimum	Weekdays in April, August, September & October	12
Fully escorted Duration: 1 hr 30 mins	Weekdays all year round	25
Saturday Open Days (self-guided only)	February – mid December	-
Tea Room & Nursery visit only	Weekdays all year round	-
For tour prices, please see the main Group Visits page on our website.		

Is there a minimum and a maximum number of people per group?

The minimum number of people per group is 25 and there is no upper limit, however, it may be necessary for us to split larger groups.

Can we still visit the garden if there aren't enough people in the group?

If you're unable to form a group of 25 people, it might be worth asking other/similar interest groups in your area if they would like to join you. There is also an option for smaller groups to visit in the quieter months of April, August, September and October; this is on a self-guided basis only with a minimum of 12 people per group (please see the table above).

Alternatively, John's Garden is open every Saturday from the beginning of February until mid-December. Please let us know if you would like to visit on a Saturday with a group as we can only accommodate one coach per day.

Does the garden open on Sundays?

John's Garden does not open on Sundays with the exception of Easter Sunday when the garden opens for the National Garden Scheme.

How do I book a visit for my group?

Either send an email to bookings@ashwoodnurseries.com or telephone on 01384 401996, Thursday to Monday, and ask to speak to someone about bookings. If you are yet to decide a date and need to discuss it with your group we can make a provisional booking in the diary; once a date has been decided upon we will then send a booking form to you.

How and when do I need to pay for my group's visit?

We ask for payment to be made 14 days prior to your visit. We will send an invoice to you a few weeks prior to your visit. Our preferred payment method is by cheque.

THE TEA ROOM**Can I reserve tables for my group?**

Sorry, we don't take table reservations, however, the Tea Room staff will receive plenty of notice of your visit and will seat people as swiftly and efficiently as possible.

What are the Tea Room opening hours?

OPEN DAILY: 9:00am - 4:15pm Breakfasts are served from 9.30am

We reserve the right to adjust our winter opening hours without notice during inclement weather conditions.

Do you cater for vegetarians, vegans and people with food allergies?

We offer a number of 'free from' options on our menu. For further information, please contact the Tea Room on 01384 401996 and press 3 when prompted.

Can I bring a picnic?

We regret that picnics and packed lunches must only be consumed on coaches or in cars.

ON THE DAY OF YOUR VISIT

Is there a coach parking space?

Yes. We have a designated coach parking space which is reserved for visiting groups.

Please note that if you are travelling to us by coach, there is a 3 ton weight restricted bridge near to us on Ashwood Lower Lane; this can be avoided by approaching Ashwood Lower Lane from the A449 or alternatively coming via Doctors Lane (also off the A449).

Does the coach driver have to pay for food in the Tea Room?

Your coach driver will receive a free sandwich and hot drink available in the Tea Room.

How long should we allow for our visit?

We recommend a minimum of four hours to include your garden tour and Tea Room (if visiting), browsing the plant sales area and nursery show gardens, the Gift Shop and the Garden Shop.

Are dogs allowed in the garden?

Regrettably dogs are not allowed in the garden except for assistance dogs; please let us know in advance if you or anyone in your group is bringing an assistance dog as alternative arrangements can be made for John's dogs whilst you are visiting the garden.

Are the garden and the nursery wheelchair accessible?

The nursery (including John's Garden, Gift Shop, Tea Room and Garden Shop) is accessible by wheelchair. If you or anyone in the group would like to borrow a wheelchair for your visit please ask at the Gift Shop when you arrive.

Disabled toilet facilities are included within the main toilet block which is adjacent to the Gift Shop.

Most parts of the garden are suitable for wheelchair access in dry weather, but some difficulty may be encountered in very wet or frosty conditions on the extensive lawned area. Please contact us if you have any queries.

Can you keep our purchases for us until it's time to leave?

For your convenience, plants and other items purchased in the Garden Shop can be packed in boxes, labelled and stored in trolleys which our staff will take down and load onto the coach or your cars if required.

Can we go back into the garden once our tour has finished?

It will usually be fine to do so, however, there may be times when this might not be possible due to maintenance etc.

Please note: In the interests of Health and Safety, in order to avoid the loading area, on weekday visits, please enter and exit the garden at the same point, nearest to the shed.