

Discover Durham Tours

Frequently Asked Questions

Will I be able to visit any departments or speak to any department staff?

Although individual departments will not be incorporated in our Discover Durham Tours, if you are interested in this we encourage you to please get in contact with our Enquiries Team who will be able to provide you with additional information about a potential additional departmental visit on the day you are here in Durham.

You can either submit an enquiry using the '[Ask Us](#)' form (selecting 'Events and Visits' as the category) or contacting us via [live chat](#): Monday - Friday, 10am – 1pm and 2pm – 4pm (BST).

Can I bring a guest on the tour?

Yes, you can bring one guest with you on your tour. Unfortunately, any additional guests will be turned away. If more than one guest is accompanying you on your trip to Durham then they are welcome to undertake a self-guided tour using our '[Durham University Tours](#)' app.

How long will my tour last?

Your tour will last between around 2.5 hours. We have scheduled three hours for each tour just in case they run over. You will first receive a talk and a tour within your booked college for around an hour and then the city tour will last around 1-1.5 hours.

Where will my tour start and end?

Tours will start from the booked college building. Please check your booking page for confirmation and address details. The tour will finish on Palace Green, where you can take in the sights of Durham Cathedral and Castle. The end of the tour is in the heart of the city centre, only a few minutes' walk away from a range of cafés and restaurants.

I can no longer make my tour; how do I cancel?

You can cancel or amend your booking on your booking page which is linked in your confirmation email and on further email communications. If you can no longer make it to your tour, we would be really grateful if you could cancel in advance so that the space could be filled.

Is there car parking available at the University?

There's no car parking provision in the University car parks. Parking in Durham city and Park and Ride car parks is available. Find out more about parking on the [Durham County Council](#) website. We strongly encourage all visitors to use public transport to travel to Durham where possible.

Are there any Covid-19 regulations?

We all have a personal responsibility to help prevent the spread of Covid-19 and to protect our wider community, especially those who are vulnerable. We strongly recommend that staff, students and visitors, where they can, continue to wear face coverings in crowded and enclosed spaces, especially where they come into contact with people they do not usually meet. To help prevent transmitting Covid-19 we encourage completing a lateral flow test before travelling and we ask that staff and students and visitors continue to follow [Government guidance](#).