

1. Will I be able to speak to any department or college staff?

These tours are being led centrally and so unfortunately there won't be any opportunity to speak to specific department staff or college staff during the Discover Durham Tours. Tours may be able to incorporate visits inside of department or college buildings but this is not guaranteed.

2. Can I bring a guest on the tour?

Yes, you can book one guest onto your tour with you. If you have multiple guests accompanying you on your trip to Durham then they are welcome to undertake a [self-guided tour](#) using our 'Durham University Tours' app.

3. How long will my tour last?

Your tour will last around 1.5 hours. We have scheduled two hours for each tour just in case they run over.

4. Where will my tour start and end?

Tours will start from our [Teaching and Learning Centre](#). 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.

5. Where is best to park?

There is no parking available at the Teaching and Learning Centre. Limited on-street parking is available around the city. You may find it easier to park in the city centre close to where the tour will end and walk to the registration point at the Teaching and Learning Centre (approximately 15-20 minutes). Information on parking in Durham can be found by visiting the [Durham County Council website](#).

6. 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 can be filled.

7. If I have to cancel my tour are there any alternatives?

Our [Durham University Tours](#) app allows you to take detailed, self-guided virtual tours from the comfort of your own home. Or, if you wanted to visit Durham at a time more convenient for you, the app also leads you on self-guided tours around our campus, allowing you to find out more about the University whilst exploring the city.

There are a range of virtual tours available which provide audio descriptions at each stop with information and facts. There's also a variety of linked videos for you to watch and links to webpages for additional information.

Download the app in the [Apple App Store](#) and [Google Play Store](#) now!

