



2025

HMP GUYS MARSH



HM Prison &
Probation Service

VISITORS GUIDE

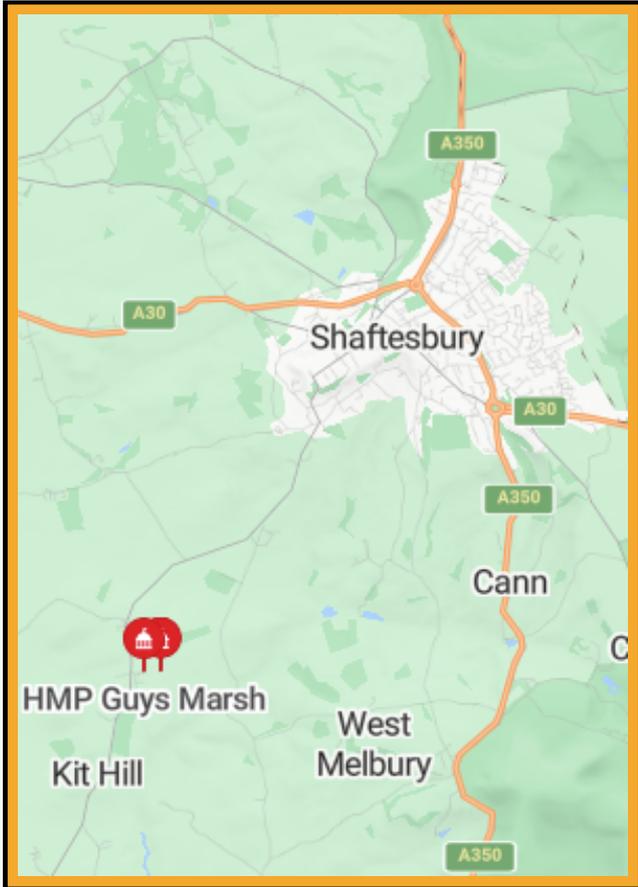


HMP GUYS MARSH

VISITORS GUIDE

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Where is HMP Guys Marsh?



How to get to HMP Guys Marsh:

- 🚖 **Taxi:** The prison is about 6 miles from Gillingham Train Station and the journey takes roughly 15 minutes. Local taxi services are available at the station and fares typically range from £15–£20 depending on time and provider. If you book in advance, Taxis' can be provided by Friends of Guys Marsh. Please see Gov.UK for more details.
- 🚌 **Bus + Walk:** You can take a bus to Shaftesbury, then walk or take a taxi from there. The walk from Shaftesbury to the prison is around 45 minutes and is sign posted.
- 🚐 **Saturday Shuttle:** On Saturdays, the prison's visitors' centre runs a shuttle bus from Gillingham station to Guys Marsh for £2 return per adult. Seats must be booked when arranging your visit.

Dress code for visitors

What you can wear:

- ✓ Tops must cover your chest, back, and midriff (No muscle vests or ripped tops)
- ✓ Only one pair of trousers
- ✓ Shorts & skirts should be at least mid-length
- ✓ Boots must be ankle-high or lower
- ✓ Clothing must allow easy searches without discomfort
- ✓ Keep it family friendly – we want everyone to feel welcome



What you can not wear:

- ✗ No metal hair accessories, hats or head coverings that are not worn on religious grounds
- ✗ No sunglasses or large belt buckles
- ✗ Jewellery should be kept to a minimum (lockers are available for storage)
- ✗ Tops must not be low-cut, backless, sheer, or expose your midriff/navel
- ✗ No spaghetti straps, crop tops, or tops with exposed underwear
- ✗ No smartwatches or fitness trackers
- ✗ Shorts must be at least mid-length
- ✗ No mini dresses, short skirts, or similar styles unless worn with leggings
- ✗ Bags, including handbags, are not allowed and must be placed in a locker
- ✗ No offensive designs – avoid gang logos, rude slogans, inappropriate graphics and football tops.

What you can and can't do during and before a visit:

✓ What You Can Do

- **Book a Visit:** You must be on the prisoner's approved visitor list. Visits are usually booked online or by phone through the prison's system. Please see the HMP Guys Marsh Gov.Uk website for more details.
- **Bring Valid ID:** A passport, driving licence, or other government-issued photo ID is required.
- **Social Interaction:** During a standard visit (not a closed visit), you can sit together and engage in conversation. Light physical contact like a hug may be permitted at the start and end of the visit.
- **Bring Children:** Children under 18 can attend but must be accompanied by an adult.
- **Receive Financial Help:** If you're on certain benefits, you may be eligible for travel cost support through the Assisted Prison Visits Scheme. Please see Gov.UK for more details.
- **Use Visitor Facilities:** The visitors centre has refreshments, play areas, and baby-changing stations.

✗ What You Can't Do

- **Visit Without Approval:** You must be added to the prisoner's visitor list and pass any required checks.
- **Visit without ID:** You must ensure you have valid ID. To check your ID is valid, check the Gov.UK website.
- **Bring Personal Items:** Phones, bags, food, and gifts are generally not allowed inside the visiting area. These must be stored in lockers before entry.
- **Give Items to Prisoners:** Handing over anything during the visit is strictly prohibited unless pre-approved by the prison.
- **Wear Inappropriate Clothing:** Dress codes vary, but revealing or offensive clothing may result in denied entry.
- **Break Conduct Rules:** Disruptive behaviour, attempts to smuggle illicit articles or arriving under the influence of drink or drugs will lead to the visit being refused, terminated and potentially future visits banned.
- **Visit Alone as a Minor:** Anyone under 18 must be accompanied by an adult.

What you can not bring: (This list is not exhaustive)



Electronic devices.

Including phones, headphones, sim cards, cameras and smartwatches.



Drugs and Alcohol

Drugs and Alcohol (including medication) are not permitted in the prison unless authorised.



Weapons

Including any item that could be used as a weapon or pose a safety risk.



Food and Drink

Food and drink is available within the visits hall.



Tobacco Products / Vapes

This includes nicotine pouches.



Animals

Unless there is written authorisation from the Governor. For more information, please see the Gov.UK website.

What you can bring:



Cash

You can bring up to £30 cash on your visit to spend in the visits hall.



Inhalers

Inhalers are permitted for those who need them. Please make searching staff aware you have one in your possession.

⚠ Consequences of Bringing Banned Items

- Items may be confiscated
- You could be denied entry or banned from future visits
- Legal action may be taken, including fines or imprisonment (up to 10 years for serious contraband like drugs or weapons)

What to expect on the day of your visit:

When you arrive at **HMP Guys Marsh**, you'll see the clearly signposted Visitors Centre, located just outside the prison. Here, you'll be greeted by a friendly member of the PACT team, who are on hand to support you throughout your visit.

They'll help you with:

- Checking in for your visit
- Providing a locker for your personal belongings
- Explaining how the visit process works

PACT staff will also remind you that you're welcome to bring up to £30 in cash to spend in the Visits Hall (**please note that cards aren't accepted**). You can spend £20 in the visits hall and up to £10 on a goody bag for your loved one, which they can take back to their wing after the visit.



Once checked in, you'll enter the prison and go through a routine security process:

You'll be given a rub-down search by HMP Guys Marsh staff.

After that, you'll be seated while trained dogs carry out a search.

Once all checks are complete, you'll be welcomed into the Visits Hall. At the front desk, staff will confirm your seating area and guide you to your table.

During the visit:

You can purchase refreshments from the Canteen, offers food and drinks for your table (your loved one will remain seated) Menus are available at the table.

Toilet facilities are available, just speak to a member of staff for assistance (your loved one will return to the wing if they need to use the toilet)

You'll be notified by staff when your visit is nearly over.

At the end of your visit, you'll return to the Visitors Centre to collect your personal items from your locker.

Applying For a Parcel

The 3 types of parcels that we recognise

Parcels must be applied for by your loved one

- **Enhanced Clothing** Application: Approved by reception if prisoner is on the enhanced level for up to 6 months.
- **28-Day Clothing Parcel:** Approved by reception within the first 28 days of initial sentencing (recalls not included).
- **Decency Parcel:** Includes underwear, socks, and vests. Any prisoner may apply.

Anything outside the above must be approved by the Reception CM or Security Governor.

Enhanced / 28-Day Clothing Parcels – What You Need to Know

Only the following items are allowed:

- ✓ 5 T-shirts/polo shirts
- ✓ 2 Tracksuit bottoms or jeans
- ✓ 2 Sweatshirts (no hoods)
- ✓ 7 Boxer shorts, socks, and vests
- ✓ 1 Lightweight jacket (no hood)
- ✓ 1 Pair of slippers/sliders
- ✓ 1 Pair of trainers/shoes (no steel toe caps)
- ✓ 1 Dressing gown (no hood)

✗ Not permitted:

Black clothing (unless underwear, shorts, socks or vests), camouflage, sports team, military clothing and **no electrical items**.

Any unapproved items may result in the parcel being:

- ✗ Returned to sender
- ✗ Placed in stored property

Once approved, the applicant will be added to the gate list to allow postal delivery. Parcels must arrive sealed and include a return address.

Concerns for Someone at Guys Marsh?

Immediate Risk?

Call the switchboard: **01747 856 400**

Staff will pass your concern straight to a senior team member. They cannot discuss individual cases, but action will be taken quickly.

Non-Urgent Safety Concern?

Leave a voicemail for the Safer Custody Team: **01747 856 452**
(Mon–Sun) Voicemails checked daily.

 Or email: **SaferCustodyGuysMarsh@justice.gov.uk** (Mon–Fri)

Prefer Online Contact?

Submit a concern form via the Prisoners' Families Helpline:

 **[Safer Custody Contact Form \(HMP Guys Marsh\)](#)**

Team responds within 72 hours.

Other Support Contacts:

- Family Support Email:
familysupport.guysmarsh@justice.gov.uk (Mon–Fri; replies within 2 days)
- Prison Advice Email: **guysmarsh@prisonadvice.org.uk** (Mon–Fri)
- Family Helpline: **0808 808 2003** – Available 24/7